

AGE UK WILTSHIRE

England & Wales · Charity number 800912

Details

Other names AGE CONCERN WILTSHIRE

Status Registered

Legal form Charitable company

Company number [02121174](#)

Registered 1990-07-11

Register [View on the Charity Commission register](#)

Contact

Address Unit 9-10
Prince Maurice Court
Hambleton Avenue
Devizes
Wiltshire
SN10 2RT

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Website www.ageukwiltshire.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND THE COUNTY OF WILTSHIRE.

Activities: Age UK Wiltshire promotes the well-being of all older people in Wiltshire, Swindon & Southampton through offering information and advice, befriending, Carers support, Welfare Checks with Meals Service, activity groups and supporting community day services. We offer talks on a range of subjects to community groups and we research and campaign on issues that affect older people.

Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Elderly/old People, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** COUNTY OF WILTSHIRE
- Southampton City
- Swindon
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,835,540	£2,830,983	£463,841	85
2024-03-31	£1,643,554	£1,718,163	£468,284	63
2023-03-31	£1,115,424	£1,240,586	£552,893	23
2022-03-31	£1,057,820	£1,161,022	£687,055	25
2021-03-31	£1,153,225	£1,017,737	£796,257	19

Trustees

Name	Role	Appointed
Richard Purchase	Chair	2022-05-26
Ian Carlyle Lafferty		2026-03-09
Jackie Wells		2023-04-01
Keith Andrew Johnston		2021-11-15
Stewart Andrew Ruston		2020-11-11

AGE UK WILTSHIRE

England & Wales - Charity number 800912

Accounts

REGISTERED COMPANY NUMBER: 2121174
(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2025
for
Age UK Wiltshire

Age UK Wiltshire
Annual Review and Accounts 2024-25

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Financial Statements

Part 1 - Legal and Administrative Information

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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 Ireland (FRS 102) (effective 1 January 2019).

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

9-10 Prince Maurice Court
Devizes
Wiltshire
SN10 2RT
(Effective 18/09/2024)

Other locations:

44 Catherine Street
Salisbury, Wiltshire
SP1 2DD

Toothill Community Centre
Dunwich Drive
Toothill
Swindon
SN5 8DH

Day Centre
Padwell Road
Southampton
SO14 6QX

Company Secretary

Sarah Cardy

Trustees and Directors

Richard Purchase - Chair

Richard Davies Resigned 02/06/25

Warren Finney Resigned 07/04/25

Keith Johnson

Stewart Ruston

Sally Fox

Jacqueline Wells

Auditors

Sumer Audit
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Solicitors

Thrings LLP
6 Drakes Meadow
Penny Lane
Swindon
SN3 3LL

Bankers

Lloyds Bank plc
38 Marketplace
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Sarah Cardy	Chief Executive Officer	Appointed 14/06/21
Ian Poulton	Finance Manager	Appointed 01/09/23
Kate Brooks	Operations Manager-Deputy CEO	Appointed 04/07/22
Oliver Moody	Senior Commercial Manager	Appointed 01/04/24
Kirsten Kerr	Operations Manager	Appointed 03/06/24

Part 2 About our Charity

Objectives and Activities

Age UK Wiltshire (AUKW) is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the counties of Wiltshire, including Swindon, and Southampton. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health and social care. Our services are provided by a team of paid employees and a team of more than 140 volunteers, who are the lifeblood of our charity.

We know there are many circumstances which reduce older peoples' sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is best explained by the fact that across The UK has projected by 2047 that the total number of people aged 65 and over is estimated to grow by 29 per cent, while the overall population only grows by 3 per cent in that time. This equates to over two million additional people being of pensionable age. (Source Office of National Statistics)

The objects of the Charity are to promote the following purposes for the public benefit within the Area of Benefit:

- Preventing or relieving the poverty of older people.
- Advancing education on matters relating to older people.
- Preventing or relieving sickness, disease or suffering in older people, (whether emotional, mental, or physical).
- Promoting the independence and well-being of older people.
- Promoting the human rights of older people in accordance with the Universal Declaration of Human Rights.
- Assisting older people in need by reason of ill-health, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Charity Trustees from time to time decide.

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives, we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to “Let’s change how we age, across Wiltshire, Swindon and Southampton “

Accepting that the challenges of an ageing population cannot be addressed alone, but by bringing together other charities, voluntary bodies, statutory authorities, and communities. Sharing our strengths, we aim to influence, support and work with others whose ambition, like ours, is continuous improvement of services which enable and support the best quality of life for older people.

Our Values

Our four values are:

Person centred -holistic, caring, we see ‘people,’ compassionate, supportive

Trusted – professional, reliable, knowledgeable, diligent, honest, quality service

Empowering – enabling, independence, ownership, nurturing

Ambitious – for our staff, clients, and the organisation.

The board of trustees recognises their duty to act in the charity’s best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity. To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief Executive Officer will subscribe to and uphold the seven Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

Equity, Diversity, and Inclusion

Equity, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, aim to remove barriers and to support everyone to overcome and enable their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment. We are committed to tackling the inequalities and exclusion and promoting equity and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Our Strategy

Our strategic plan builds on the achievements and successes of the charity in recent years and presents our plan for change, which will guide our organisation and people forward:

- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come. This requires a more commercial

approach to our funding model, with some services being offered at a cost to the client.

- an outcome-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.
- become the recognized voice of older people, using our trusted brand and expertise to focus on services and provision that will ensure older people in Wiltshire, Swindon and Southampton enjoy later life.

Our Key Social Outcomes

We are targeting five key social outcomes, which encapsulate our vision:

- Improved wellbeing – mental, emotional, and physical wellbeing.
- Increased participation in community – being active, socialising, able to maintain and develop life interests and skills - feeling connected.
- Reduced feeling of loneliness and social isolation through social support.
- More older people can remain living independently for longer and safer at home.
- Greater resilience – supporting and creating choice and control, increasing ability to deal with later life.

Achievements and Performance

Information & Advice (I&A) Service

Age UK Wiltshire offers a free, quality, accredited Information & Advice (I&A) service for older people living in Wiltshire, Swindon and Southampton, their families, and their careers. Our friendly team of advisers, triage officers and community volunteers provide comprehensive information and advice on a wide range of issues affecting older people, including welfare benefits and money; arranging care and support; housing options; finding local services and later life planning. The Information & Advice team supported 3,000 people, engaging in almost 14,000 contacts with or on behalf of clients, and helped realise over £2.9 million pounds a year in previously unclaimed benefits and grants – a huge amount which will make such a difference to older people's lives.

The Information & Advice service is the front door to the public and underpins the comprehensive approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with our other services including Wellbeing, Wellbeing Checks with Meals, Fitness & Friendship Clubs, Melksham, Bradford on Avon and Trowbridge Community Support and the Living Well services, as well as external organisations.

Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers.

We are grateful to the support of funding from:

- EON and Octopus to help people with Benefit advice with the aim of maximising the income of our clients, and to encourage uptake of Warm Home Discount to avoid the risk of fuel poverty.
- Wiltshire Community Foundation to offer one-off grants to older people that are on an exceptionally low income and at risk of fuel poverty and/or struggling to keep their home warm during the colder months, through the Surviving Winter programme. The Community Foundation also provided funding to increase benefit advice and casework capacity within the Information & Advice team.
- Age UK national, The Trustees of Charities Aid Foundation and Skipton Building Society is providing funding over 30 months via their programme, 'A Place to Call Home.' The programme is targeted at providing one-to-one holistic advice sessions to older people, supporting them to live well and independently in safe, secure, and warm homes
- Age UK national – The Building Resilience (M&G) programme enabled us to provide holistic advice and support to older people experiencing a significant life event such as illness, bereavement, need of care or moving house.
- Wessex Water, to promote uptake of the Wessex Water Pension Credit discount scheme whilst completing income maximisation work with our clients.
- Wiltshire Council, provided support from the Household Support Fund for our community connectors program, initially based in Bradford on Avon, and will expand to other parts of Wiltshire during the next year. We also received funding from their Vibrant Wiltshire program, which helped support the opening of our shops in Marlborough and. Devizes.

Wellbeing Service

Access to the Wellbeing service starts with a Guided Conversation to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. It also helps the client focus on what they would like to achieve with our support.

Our volunteer Telephone Befrienders make weekly calls to people who are housebound or find it difficult to get out.

This year we took over coordinating the activities of the Royal Wootton Bassett Monday Friendship Club.

Living Well Service – Partnerships with GP Practices

During 2024/25 we held two contracts, with one PCN covering five surgeries, in the North of Wiltshire. Two Age UK Wiltshire Senior Project Workers are an integrated part of the surgery's multi-disciplinary teams. Patients with non-clinical needs are visited at home for a Guided Conversation. This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well team provides a wrap-around service, working with the patient themselves, whilst drawing on the expertise of other services within Age UK Wiltshire or work with other organisations such as Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe, Alzheimer's Support Wiltshire and Link schemes, to name just a few.

The themes of support most provided include:

- Finding help at home or personal care
- Access transport schemes
- Blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

Melksham Community Support

The Melksham Community Support service, funded by Melksham Town Council and Melksham Without Parish Council, offers a range of support for people, and aims to:

- Improve the wellbeing of older people living in Melksham Town and Melksham Without, by offering support, access to information and practical help.
- Ensure that support is available to those who need it most, particularly those who do not have a support network.
- Promote the take-up of welfare benefits and access to other sources of financial support.
- Promote and provide holistic support tailored to the individual's needs.
- Provide evidence of future needs.

This year we were able to hold Information & Advice outreach sessions in and around Melksham, supported by Melksham Area Board.

Fitness & Friendship Clubs

The Age UK Wiltshire Fitness & Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increased risk of falls, obesity, heart disease, and a decline in mental wellbeing. Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even when there is no hospital admission or minor injury. The club's format is a combination of low-impact exercises emphasizing friendship and having fun.

This year we opened some new clubs, ending the year with twenty-one clubs across Wiltshire and Swindon, with further clubs planned for 2025/26. The clubs are supported through a five-year Service Level Agreement with Wiltshire & Swindon Sport (WASP), running from July 2022 to July 2027. We were also supported through the Get Out Get Active project, and Melksham Without Parish Council.

Wellbeing Checks with Meals

The aim of the service is:

- Regular welfare checks to an older person, addressing any concerns or issues directly.
- The provision of an individually selected hot meal at lunchtime, delivered and plated to a client's desired location within their home.
- An interactive conversation with the older person.

The Covid pandemic highlighted the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon this Community Welfare program.

We deliver a 7 day a week service across Swindon, Wiltshire, and Bath and Northeast Somerset. This service is valued by the customer and their families. Often, we are the only visitor they have to the home. We have now expanded this service into Southampton.

The service has continued to grow, and we completed over 70,000 visits, with the client base increasing 9% during the year. Most importantly we maintained direct face to face contact with many clients during the year. We continue to see a growing need for this service, and saw it grow due to the withdrawal of a similar service in Swindon.

Gardening Service - South Wiltshire

The service offers subsidised basic garden maintenance to around twenty-five clients, including grass cutting and general garden maintenance. This service is for more vulnerable older people who cannot engage in arranging a gardener themselves, e.g. due to mental health issues, physical disability. The aim of the service is to keep a client's garden, especially the front garden, looking cared for and not the home of someone who may be vulnerable.

Supportive Independence, Swindon

This pilot project, which started during last fiscal year and ended in December 24, supported people to remain independent in their homes, and empowered them to take charge of their health, wellbeing, and independence, helping them to become less likely to fall. We helped people to get more connected and increase their activity, at home and in their communities. Where there were barriers to getting active (transport, confidence, money, information about what is going on in the local community) we worked hard to reduce or remove these. We checked whether there were other factors which increased someone's risk of falling, for example medication, footwear, hearing (imbalance), low / high blood pressure, and check how safe the home environment was.

Padwell Road Day Centre

The day centre in the Padwell road Southampton is for private pay clients and people receiving direct payments through Southampton City Council. The centre has proven to be popular with clients due to the daily activities, and hot lunches served, provided by our Meals Service team. We have added a wheelchair accessible vehicle, to allow us to provide transport for clients who have limited mobility. During FY25, our contract with SCIA to provide day care service was not renewed, due to their financial budget constraints. There is an Information & Advice service also located in the Southampton day centre.

Charity Shops with Information Points

As per our strategy which included diversification of revenue sources, we have continued opening additional shops in Marlborough, Bradford on Avon, and Devizes. We have seen that our clients welcome the information point, being in key areas of the county, along with the ability to donate, and purchase goods. These shops and information points have more importantly provided an additional information point for our clients, and families. During the fiscal year we have seen a steady growth in revenue, and appreciate the support given to us, through the

Wiltshire Council Vibrant Grant program, along with support and cooperation from our new landlords.

Carers Together Wiltshire

Carers Together Wiltshire is a partnership, with Age UK Wiltshire being the lead partner, to provide support services to unpaid Carer on behalf of Wiltshire Council and the Integrated Care Board. The contract term is for 3 years, with year one being FY25. During FY25, the team completed over six hundred assessments, reviews, and support plans; and supported almost 1,200 Carers. The team also engaged in over two hundred events across Wiltshire, supporting Carers. The addition of this program while expanding our reach to older people with needs, also meant that our infrastructure needed to expand. So, a new office space was leased to allow for the continued growth of Age UK Wiltshire, and provide adequate space for all our operations, including Carers Together Wiltshire.

Other

During the year, Age UK Wiltshire was successful in its application for being recognized as a Real Living Wage Employer, whereby our contractors and staff are paid at least the real living wage, which is higher than the national minimum wage.

Future Plans

With a growing 65+ population and a difficult financial climate the board recognise that our services are needed more than ever. Our current outlook for the next couple of years is to stabilize what we currently offer, and grow organically our existing program of services, and add programs that are adjacent, and self-funding. These include new programs like Celebrating Age Wiltshire, Community Connectors, Community Arts activities, daytime discos, and walking groups.

With the increasing cost of living, we continue to improve our offer with targeted information and advice and more accessible self-help materials, through our new hubs, and via email and phone. We continue to collaborate with partner organisations to provide effective referrals.

We will develop services to help people stay more mobile and connected. Fitness and Friendship clubs will continue to expand and develop activities for residents of sheltered housing schemes. These activities are aimed at helping prevent ill health both physical and mental health. We have opportunities to offer alternate meeting groups with activities in the coming year, including Art and Music.

We will relocate our current shop in Bradford on Avon into a new larger premises, located near by the existing shop and information point. We will repurpose the existing shop into a dedicated information and meeting point, along with a dedicated space for book sales. In line with our strategy of providing more community support services, we will add a dedicated community connector for the surrounding area, following the success of our community connector in Melksham.

We will look for opportunities to expand our Wellbeing check with meals service into additional strategic areas or provide consulting services to other organizations offering a similar service and having the desire to replicate our model.

We have established a partnership arrangement with KFR (Kennet Furniture Refurbiz), whereby we completed house clearances with a heart. It is a mutually beneficial arrangement, as some items from donated from a house clearance, can be sold in our shops, and KFR is able to reuse the furniture and white goods.

We also welcome the opportunity to work with Primary Care Networks to help support social needs of patients to help improve their health.

Fundraising

We were successful in securing donations from several grant-makers to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

We renewed our commitment to provide knitted hats for Innocent bottles through our Big Knit campaign.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We provide various online tools, to allow friends of Age UK Wiltshire to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire including:

- Age UK (National)
- Charities Aid Foundation
- Chippenham, Corsham, Box PCN
- Corsham Link
- Devizes Town Council
- Devizes Lions
- Fulmer Charitable Trust
- Get Out Get Active (GOGA)
- Hathaway Medical Practice PCN
- Innocent's Big Knit
- Malmesbury Town Council
- Melksham Town Council
- Melksham Without Parish Council
- Morrisons
- National Benevolent Institution
- RWE Generation
- Savills Estate Agents
- Skipton Building Society

- Southampton City Council
- Thorton Associates
- Thrings LLP
- Wessex Water
- Wiltshire & Swindon Sports (WASP)
- Wiltshire Community Foundation
- Wiltshire Council

Part 3 Financial Review

We are reporting an operating deficit of £ (4,443) compared to 2024 where we reported a deficit £ (84,609). The deficit includes the benefit of some significant legacies, along with the first year of startup costs for the new shops. We are confident that the shops will continue to grow and become a major source of revenue in the coming years. We also incurred some one-time initial program costs for the Shops, Carers Together, and expanding the Wellbeing check with meals service.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future of the organisation that we would take advantage of higher instant access savings account, at several banks. Reviewing the investments is a constant process but it is acknowledged by the board that with the lower interest rates, there is currently little chance of improving our current return.

The financial position of the charity remains robust, with unrestricted reserves of £426,055 The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people. The defined benefit pension scheme was in surplus at the year-end due to changes in actuarial valuations. The £36,000 net asset is not recognised in the balance sheet as the charity is not entitled to any surplus on the wind up of the scheme.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including commissioned services and grant funding from trusts, foundations, and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to reductions in funding to local authorities, and other funding sources. Some of the key identified risks include:

All our shops are strategically placed in areas of Wiltshire, allowing for them to operate as an information point, and a charity shop, which makes them unique. Except the retail landscape is competitive, with many other charity shops in the areas we operate. So, continuing to offer high quality reuse goods for sale and growing the revenue base is challenging. Our shops rely on the services of volunteers, and we have shop leases with options to exit the lease earlier than the full lease term. Initial indications are that we are successful in gaining recognition on the high

street, and we are growing. We will continue to expand our offering, including starting selling via eBay, and expanding our marketing, and social media activities. We also have partnered with KFR to offer house clearance with a heart, giving us access to items to sell in our shops, while offering a unique service to clients. We will continue to look for other strategic partnerships to further differentiate our offering.

As the charity strategically grows our Wellbeing Check with Meals service from the Toothill location, while also using the building as a sorting and distribution point for our growing shop operations. The initial long term building lease has expired, and currently is operating on a short-term lease, with the concern that the lease may not renew long term. Currently we are exploring opportunities to relocate into a suitable building to continue to operate from the Swindon area, allowing us to become more efficient, while maintaining our service levels.

Our dependence on a single supplier for our Wellbeing Check with Meals service is recognized as a risk. Plans have been developed to mitigate that risk using long term supply agreements, which allows us access to preferred customer status with the supplier. Also, we have identified alternate suppliers, in the area that could provide a similar meals product albeit at a higher cost, allowing for continuity of service.

The availability of grant funds is reducing, and other charities are now looking to grant funding as a source of revenue. This change in the operating environment, has made us consider applying for new sources of grant funding, and identifying opportunities to pursue grants for new and innovative services that are in line with our mission. Currently we have been successful in securing new grant funding, and will continue to pursue new and existing opportunities, using professional support.

Understanding our cost structure in a time of rising inflation is vital, this means that we are constantly monitoring our service offering to ensure that we are maximizing the offering but also balancing the revenue with the costs of providing the service. Through this process, we look at the activity level, and resources assigned, along with the revenue generated, which can lead to program price increases, or potentially deciding that the service is no longer viable, and exiting.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The reserves policy was re-assessed during the year and determined the level which would enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. Short term funding needs in the event of an unexpected reduction in a funding source.
2. The need for specific funding for the development of new or expanded services
3. Any specific reserves for identified long term liabilities.
4. The funding required if operations were to reduce or cease.

For the 2024/2025 fiscal year the trustees have assessed the reserves needed based on the monthly expenditure on central costs (Infrastructure) and the fixed costs of its commercial operations, this included the cost of any potential redundancy costs payable. After evaluating various scenario's ranging from individual services ceasing to all operations. Using this

information, and reserve policy basis it was determined that the current reserve levels are in the range of 6 months or more, and that our current cash position would allow us to operate during this period

The total value of funds held at the balance sheet date was £463,841 (2024: £468,284). The value of restricted funds was £37,786 (2024: £116,608). Designated funds of £68,230, (2024: £98,824) are held to support specific future projects. The charity also holds £124,201 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £233,624 (2024: £186,417).

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. Several services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services. We are continuing looking at opportunities to expand our commercial operations as we diversify the sources of our revenue and build enough income in the longer term to continue sustaining the charity going forward.

Part 4 – STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between three and seven other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected, a trustee may serve for a period of three years and be eligible for re-election.

Induction and Training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary. External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3).

Organisation Structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters, and governance. In addition, it considers and if in agreement, ratifies recommendations made by relevant working groups. The trustees appoint a Chief Executive to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority was formally reviewed and updated in February 2024.

Pay Policy for Senior Staff

The senior management team comprises the trustees and key management personnel of the charity in charge of directing and controlling, running, and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed, and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A formal quarterly review of the register of principal risks and uncertainties that the charity faces.
- The establishment of policies, systems, and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection, and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers.

Fund-Raising Standards Information

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations. We rely on raising income from grant application, contracts, voluntary donations, and legacies

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

Related Parties and Co-Operation with Other Organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party

or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.

Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity except for specific project funding, and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional, and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity, and well-being.

Finally, and Most Importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire, Swindon and Southampton by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. We are also extremely grateful to our donors and funders for their support. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each fiscal year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

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

As far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Sumer Audit, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on September 15th, 2025, and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Richard Purchase', with a horizontal line underneath.

Richard Purchase

Chair of Trustees

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 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; and
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare DChA FCA (Senior Statutory Auditor)
for and on behalf of Sumer Auditco Limited
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Date: 29 September 2025

Age UK Wiltshire

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	339,521	-	320,563	660,084	490,952
Charitable activities						
Provision of services	6	1,816,047	-	41,391	1,857,438	982,781
Other trading activities	4	310,450	-	-	310,450	50,823
Investment income	5	7,568	-	-	7,568	5,637
Transfer from Age Wessex	7	-	-	-	-	113,361
Total		<u>2,473,586</u>	<u>-</u>	<u>361,954</u>	<u>2,835,540</u>	<u>1,643,554</u>
EXPENDITURE ON						
Raising funds	8	444,297	-	-	444,297	162,789
Charitable activities						
Provision of services	9	<u>1,915,316</u>	<u>30,594</u>	<u>440,776</u>	<u>2,386,686</u>	<u>1,555,374</u>
Total		<u>2,359,613</u>	<u>30,594</u>	<u>440,776</u>	<u>2,830,983</u>	<u>1,718,163</u>
NET INCOME/(EXPENDITURE)		113,973	(30,594)	(78,822)	4,557	(74,609)
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(9,000)</u>	<u>-</u>	<u>-</u>	<u>(9,000)</u>	<u>(10,000)</u>
Net movement in funds		104,973	(30,594)	(78,822)	(4,443)	(84,609)
RECONCILIATION OF FUNDS						
Total funds brought forward		<u>252,852</u>	<u>98,824</u>	<u>116,608</u>	<u>468,284</u>	<u>552,893</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>357,825</u></u>	<u><u>68,230</u></u>	<u><u>37,786</u></u>	<u><u>463,841</u></u>	<u><u>468,284</u></u>

Age UK Wiltshire (Registered number: 02121174)

Balance Sheet
31 March 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	18	124,201	66,435
Investments	19	<u>1</u>	<u>1</u>
		124,202	66,436
CURRENT ASSETS			
Stocks	20	4,589	4,015
Debtors: amounts falling due within one year	21	394,286	379,210
Cash at bank and in hand		<u>355,655</u>	<u>412,353</u>
		754,530	795,578
CREDITORS			
Amounts falling due within one year	22	(414,891)	(393,730)
		<u>339,639</u>	<u>401,848</u>
NET CURRENT ASSETS			
		<u>463,841</u>	<u>468,284</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>463,841</u>	<u>468,284</u>
NET ASSETS			
		<u>463,841</u>	<u>468,284</u>
FUNDS	25		
Unrestricted funds		426,055	351,676
Restricted funds		<u>37,786</u>	<u>116,608</u>
TOTAL FUNDS		<u>463,841</u>	<u>468,284</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on .September 29th 2025.... and were signed on its behalf by:



.....
R Purchase - Trustee

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>28,559</u>	<u>(150,601)</u>
Net cash provided by/(used in) operating activities		<u>28,559</u>	<u>(150,601)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(92,825)	(64,592)
Transfer fixed assets from Age Wessex		-	(10,183)
Transfer funds in from Age Wessex		-	124,016
Interest received		<u>7,568</u>	<u>5,637</u>
Net cash (used in)/provided by investing activities		<u>(85,257)</u>	<u>54,878</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>412,353</u>	<u>508,076</u>
Cash and cash equivalents at the end of the reporting period		<u><u>355,655</u></u>	<u><u>412,353</u></u>

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	4,557	(74,609)
Adjustments for:		
Depreciation charges	35,059	18,461
Interest received	(7,568)	(5,637)
Increase in stocks	(574)	(1,096)
Increase in debtors	(15,076)	(290,775)
Increase in creditors	21,161	213,055
Difference between pension charge and cash contributions	<u>(9,000)</u>	<u>(10,000)</u>
Net cash provided by/(used in) operations	<u>28,559</u>	<u>(150,601)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	<u>412,353</u>	<u>(56,698)</u>	<u>355,655</u>
	<u>412,353</u>	<u>(56,698)</u>	<u>355,655</u>
Total	<u>412,353</u>	<u>(56,698)</u>	<u>355,655</u>

Age UK Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2025

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

The free reserves of the charity are £233,624 (2024: £186,417). The charity holds funds in line with its reserves policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. Several services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services. We are looking to expand our commercial operations as we must raise enough income longer term to continue sustaining the charity going forward.

The Trustees assess whether the use of going concern in preparing the financial statements is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern. In making this assessment, the Trustees have reviewed the balance sheet, the likely future cash flows of the charity and have considered the funds available at this point in time.

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

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.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note on Employee Benefit Obligations, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2022 has been used by the actuary in valuing the pensions liability at 31 March 2025. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. ACCOUNTING POLICIES - continued

Critical areas of judgement

None

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.

For legacies, entitlement is taken as the earlier of the date on which either: 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 Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is 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.

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

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended. The sale of donated goods is recognised on point of sale.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis, fixtures and fittings written off over four to five years on a straight line basis, and improvements to property written off over 6 years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Stocks

Stocks are valued at the lower of cost and net realisable value.

The charitable company does not value donated second hand goods where it is impractical to do so.

Taxation

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

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2025

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income 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 by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

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

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

3. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations and grants	391,534	422,705
Legacies	<u>268,550</u>	<u>68,247</u>
	<u>660,084</u>	<u>490,952</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

4. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Shop income	299,500	36,012
Hall hire	<u>10,950</u>	<u>14,811</u>
	<u>310,450</u>	<u>50,823</u>

5. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>7,568</u>	<u>5,637</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	2025	2024
	£	£
Grants	41,391	40,468
Income from charged for services to beneficiaries of the charity	88,081	28,656
Contracts	937,834	278,163
Community meals	<u>790,132</u>	<u>635,494</u>
	<u>1,857,438</u>	<u>982,781</u>

Activity				2025	2024
	Grants	Fees	Contract	£ Total	£ Total
Information & Advice	41,391	-	30,034	71,425	70,619
Fitness & Friendship and day centres	-	78,784	-	78,784	20,511
Living Well	-	-	117,800	117,800	248,012
Gardening	-	9,297	-	9,297	8,145
Carers	-	-	790,000	790,000	-
Community meals	-	<u>790,132</u>	-	<u>790,132</u>	<u>635,494</u>
Total	<u>41,391</u>	<u>878,213</u>	<u>937,834</u>	<u>1,857,438</u>	<u>982,781</u>

7. TRANSFER FROM AGE WESSEX

	2025	2024
	£	£
Transfer from Age Wessex	<u>-</u>	<u>113,361</u>

On April 1st, 2023, Age Wessex, and Age UK Wiltshire executed an agreement for Age UK Wiltshire to assume management control of Age Wessex. The fair value of the assets of Age Wessex transferred to Age UK Wiltshire.

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

8. RAISING FUNDS

Raising donations and legacies

	2025 £	2024 £
Fundraising costs	9,224	6,480
Support costs	<u>2,343</u>	<u>16,424</u>
	<u>11,567</u>	<u>22,904</u>

Other trading activities

	2025 £	2024 £
Shop costs	130,169	10,384
Staff costs	228,589	33,250
Depreciation	15,853	4,163
Support costs	<u>58,119</u>	<u>92,088</u>
	<u>432,730</u>	<u>139,885</u>

Aggregate amounts	<u>444,297</u>	<u>162,789</u>
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9. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 10) £	Grant funding of activities (see note 11) £	Support costs (see note 12) £	Totals £
Provision of services	<u>2,022,585</u>	<u>61,200</u>	<u>302,901</u>	<u>2,386,686</u>

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs

				2025 £	2024 £
Activity	Direct staff costs	Other direct costs	Support costs	Total	Total
Information & Advice	183,462	15,944	46,645	246,051	243,471
Fitness & Friendship	53,307	26,852	13,553	93,712	77,630
Living Well	71,721	2,876	18,234	92,831	133,462
Day Care	82,746	40,000	21,037	143,783	117,523
Wellbeing check with meals	407,984	377,931	103,731	889,646	777,440
Falls prevention	47,654	2,672	12,116	62,442	61,159
Carers	306,847	360,739	78,021	745,607	-
Other	<u>37,613</u>	<u>4,237</u>	<u>9,564</u>	<u>51,414</u>	<u>55,937</u>
Total	<u>1,191,334</u>	<u>831,251</u>	<u>302,901</u>	<u>2,325,486</u>	<u>1,466,622</u>
Grants payable (note 10)	-	<u>61,200</u>	-	<u>61,200</u>	<u>88,752</u>
Total	<u>1,191,334</u>	<u>892,451</u>	<u>302,901</u>	<u>2,386,686</u>	<u>1,555,374</u>

Basis of allocation of support costs: Percentage of staff time

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

11. GRANTS PAYABLE

	2025	2024
	£	£
Provision of services	<u>61,200</u>	<u>51,800</u>

The total grants paid to individuals during the year was as follows:

	2025	2024
	£	£
Grants to individuals	<u>61,200</u>	<u>51,800</u>

12. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	2,343	-	2,343
Other trading activities	58,119	-	58,119
Provision of services	<u>281,594</u>	<u>21,307</u>	<u>302,901</u>
	<u>342,056</u>	<u>21,307</u>	<u>363,363</u>

Analysis of support costs

	2025	2024
	£	£
Staff costs	130,212	230,416
Premises, office costs and sundries	176,785	227,103
Depreciation	35,059	9,978
Governance costs	<u>21,307</u>	<u>13,250</u>
	<u>363,363</u>	<u>480,747</u>

13. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Auditors' remuneration - auditing the accounts	15,000	13,250
Auditors' remuneration - VAT and other advice	6,307	6,453
Depreciation - owned assets	35,059	18,461
Operating leases - land and buildings	80,303	23,853
Operating leases - other	<u>65,712</u>	<u>62,090</u>

14. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

No trustees claimed expenses (2024: one trustee claimed £166 travel expenses).

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

15. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	1,390,811	906,578
Social security costs	91,736	54,267
Other pension costs	76,806	62,254
	<u>1,559,353</u>	<u>1,023,099</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Direct charitable	43	30
Management and administration	6	4
Casual	36	29
	<u>85</u>	<u>63</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	1	-
	<u>1</u>	<u>-</u>

The average full-time equivalent staff numbers are 38 permanent staff and 12 casuals (2024: 25 permanent, 11 casuals)

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £278,573 (2024: £197,068).

16. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	123,640	-	367,312	490,952
Charitable activities				
Provision of services	942,313	-	40,468	982,781
Other trading activities	50,823	-	-	50,823
Investment income	5,637	-	-	5,637
Transfer from Age Wessex	-	-	113,361	113,361
Total	<u>1,122,413</u>	<u>-</u>	<u>521,141</u>	<u>1,643,554</u>
EXPENDITURE ON				
Raising funds	121,613	41,176	-	162,789
Charitable activities				
Provision of services	1,076,515	-	478,859	1,555,374
Total	<u>1,198,128</u>	<u>41,176</u>	<u>478,859</u>	<u>1,718,163</u>
NET INCOME/(EXPENDITURE)	(75,715)	(41,176)	42,282	(74,609)
Other recognised gains/(losses)				
Actuarial gains/(losses) on defined benefit schemes	(10,000)	-	-	(10,000)
Net movement in funds	<u>(85,715)</u>	<u>(41,176)</u>	<u>42,282</u>	<u>(84,609)</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

16. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS				
Total funds brought forward	338,567	140,000	74,326	552,893
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>252,852</u>	<u>98,824</u>	<u>116,608</u>	<u>468,284</u>

17. GOVERNMENT GRANT INCOME

	2025 £	2024 £
Wiltshire Council	75,000	25,000
Swindon Borough Council	500	-

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

18. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2024	22,817	50,075	-	71,472	144,364
Additions	<u>40,763</u>	<u>27,559</u>	<u>12,500</u>	<u>12,003</u>	<u>92,825</u>
At 31 March 2025	<u>63,580</u>	<u>77,634</u>	<u>12,500</u>	<u>83,475</u>	<u>237,189</u>
DEPRECIATION					
At 1 April 2024	1,582	25,692	-	50,655	77,929
Charge for year	<u>8,423</u>	<u>9,799</u>	<u>2,344</u>	<u>14,493</u>	<u>35,059</u>
At 31 March 2025	<u>10,005</u>	<u>35,491</u>	<u>2,344</u>	<u>65,148</u>	<u>112,988</u>
NET BOOK VALUE					
At 31 March 2025	<u>53,575</u>	<u>42,143</u>	<u>10,156</u>	<u>18,327</u>	<u>124,201</u>
At 31 March 2024	<u>21,235</u>	<u>24,383</u>	<u>-</u>	<u>20,817</u>	<u>66,435</u>

19. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2024 and 31 March 2025	<u>1</u>
NET BOOK VALUE	
At 31 March 2025	<u>1</u>
At 31 March 2024	<u>1</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

19. FIXED ASSET INVESTMENTS - continued

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

Class of share:	%
Ordinary	holding 100

20. STOCKS

	2025	2024
	£	£
Stocks	<u>4,589</u>	<u>4,015</u>

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	271,940	282,528
Other debtors	21,478	25,184
VAT	5,652	13,443
Prepayments and accrued income	<u>95,216</u>	<u>58,055</u>
	<u>394,286</u>	<u>379,210</u>

22. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	59,796	49,730
Social security and other taxes	22,317	18,276
Other creditors	4,083	1,843
Deferred income	251,528	278,308
Accrued expenses	<u>77,167</u>	<u>45,573</u>
	<u>414,891</u>	<u>393,730</u>

Deferred income of £251,528 (2024: £264,508) relates to income received in advance for contracts and funding agreements commencing in 25/26.

23. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	223,425	106,959
Between one and five years	606,772	289,891
In more than five years	<u>300,983</u>	<u>134,500</u>
	<u>1,131,180</u>	<u>531,350</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Designated funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	124,201	-	-	124,201	66,435
Investments	1	-	-	1	1
Current assets	648,514	68,230	37,786	754,530	795,578
Current liabilities	<u>(414,891)</u>	<u>-</u>	<u>-</u>	<u>(414,891)</u>	<u>(393,730)</u>
	<u>357,825</u>	<u>68,230</u>	<u>37,786</u>	<u>463,841</u>	<u>468,284</u>

25. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	252,852	104,973	357,825
Dilapidations	40,000	-	40,000
IT equipment	25,000	(5,726)	19,274
Strategic Development	5,596	(1,638)	3,958
Business Development	<u>28,228</u>	<u>(23,230)</u>	<u>4,998</u>
	351,676	74,379	426,055
Restricted funds			
Legacies & Special Purposes	17,963	(17,963)	-
WASP - Together	3,401	(3,401)	-
Southampton	75,574	(37,788)	37,786
I&A - National Benevolent Fund	9,330	(9,330)	-
Royal Wootton Bassett Activities	<u>10,340</u>	<u>(10,340)</u>	<u>-</u>
	116,608	(78,822)	37,786
TOTAL FUNDS	<u>468,284</u>	<u>(4,443)</u>	<u>463,841</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

25. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	2,473,586	(2,368,613)	-	104,973
Age Concern Defined Benefit Pension Fund	-	9,000	(9,000)	-
IT equipment	-	(5,726)	-	(5,726)
Strategic Development	-	(1,638)	-	(1,638)
Business Development	-	(23,230)	-	(23,230)
	<u>2,473,586</u>	<u>(2,390,207)</u>	<u>(9,000)</u>	<u>74,379</u>
Restricted funds				
Legacies & Special Purposes	-	(17,963)	-	(17,963)
WASP - Fitness& Friendship	13,322	(13,322)	-	-
Building resilience	36,248	(36,248)	-	-
Wiltshire Community Foundation - Surviving Winter	79,209	(79,209)	-	-
Wessex water	5,000	(5,000)	-	-
Warm homes	41,391	(41,391)	-	-
Community Support Melksham	14,500	(14,500)	-	-
Community Investment - Swindon Falls	40,831	(40,831)	-	-
WASP - Together	36,575	(39,976)	-	(3,401)
Southampton	-	(37,788)	-	(37,788)
I&A - National Benevolent Fund	9,336	(18,666)	-	(9,330)
Royal Wootton Bassett Activities	-	(10,340)	-	(10,340)
Melksham Without Council	12,600	(12,600)	-	-
Vibrant Wiltshire	20,000	(20,000)	-	-
Sky TV	2,000	(2,000)	-	-
Southampton Charitable Trust	660	(660)	-	-
Swindon Borough Council	500	(500)	-	-
Place To Call Home (Southampton)	24,780	(24,780)	-	-
Pension Credit (HSF6)	25,002	(25,002)	-	-
	<u>361,954</u>	<u>(440,776)</u>	<u>-</u>	<u>(78,822)</u>
TOTAL FUNDS	<u><u>2,835,540</u></u>	<u><u>(2,830,983)</u></u>	<u><u>(9,000)</u></u>	<u><u>(4,443)</u></u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

25. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	338,567	(85,715)	252,852
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	(19,404)	5,596
Business Development	<u>50,000</u>	<u>(21,772)</u>	<u>28,228</u>
	478,567	(126,891)	351,676
Restricted funds			
Legacies & Special Purposes	35,926	(17,963)	17,963
Home from Hospital	28,900	(28,900)	-
Fitness and Friendship	9,500	(9,500)	-
WASP - Together	-	3,401	3,401
Southampton	-	75,574	75,574
I&A - National Benevolent Fund	-	9,330	9,330
Royal Wootton Bassett Activities	<u>-</u>	<u>10,340</u>	<u>10,340</u>
	<u>74,326</u>	<u>42,282</u>	<u>116,608</u>
TOTAL FUNDS	<u><u>552,893</u></u>	<u><u>(84,609)</u></u>	<u><u>468,284</u></u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

25. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,122,413	(1,208,128)	-	(85,715)
Age Concern Defined Benefit Pension Fund	-	10,000	(10,000)	-
Strategic Development	-	(19,404)	-	(19,404)
Business Development	-	(21,772)	-	(21,772)
	<u>1,122,413</u>	<u>(1,239,304)</u>	<u>(10,000)</u>	<u>(126,891)</u>
Restricted funds				
Legacies & Special Purposes	-	(17,963)	-	(17,963)
Home from Hospital	-	(28,900)	-	(28,900)
WASP - Fitness& Friendship	29,925	(29,925)	-	-
Building resilience	32,083	(32,083)	-	-
Wiltshire Community Foundation - Surviving Winter	73,077	(73,077)	-	-
Wiltshire Council household support grant	25,000	(25,000)	-	-
Fitness and Friendship	-	(9,500)	-	(9,500)
Wessex water	5,000	(5,000)	-	-
Travel friends	11,174	(11,174)	-	-
Warm homes	40,468	(40,468)	-	-
Cost of Living Age UK Wiltshire	40,000	(40,000)	-	-
Cost of Living Age Wessex	15,000	(15,000)	-	-
Community Support Melksham	23,000	(23,000)	-	-
Community Investment - Swindon Falls	59,165	(59,165)	-	-
I&A Salisbury	1,500	(1,500)	-	-
WASP - Together	3,401	-	-	3,401
Southampton	139,124	(63,550)	-	75,574
Other	3,554	(3,554)	-	-
I&A - National Benevolent Fund	9,330	-	-	9,330
Royal Wootton Bassett Activities	10,340	-	-	10,340
	<u>521,141</u>	<u>(478,859)</u>	<u>-</u>	<u>42,282</u>
TOTAL FUNDS	<u><u>1,643,554</u></u>	<u><u>(1,718,163)</u></u>	<u><u>(10,000)</u></u>	<u><u>(84,609)</u></u>

Information on material funds:

Legacies & Special Purposes - This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Well Being: Service - offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous, Town Councils and foundation trusts.

Age UK National

The follow projects were supported via funds secured via Age UK nationally:

Building resilience - funding to help improve the wellbeing of older people.

Later life goals - funding to provide one to one advice and support to old people, specifically targeting those experiencing a significant life event.

Warm Homes - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

Cost Of Living - funding to help support the organisation to be able to help older people with the recent increases in cost of living.

Place To Call Home (Southampton) - In partnership with Skipton Building Society, the program is designed to help people live independently in safe, secure homes, but providing one on one advice, and potentially help them claim new benefits to assist with essential items including food, heating, home repairs etc.

Wiltshire Community Foundation

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2025

25. MOVEMENT IN FUNDS - continued

The following funds were awarded via Wiltshire Community Foundation:

Surviving winter grant - to provide winter fuel grants to older people in receipt of means tested benefits.

Wiltshire Council

The following funds were secured from Wiltshire Council:

Pension Credit (HSF6) - These funds were awarded as part of the Household Support fund, and it was for AUKW to provide advice and information to clients related to begin claiming pension credit.

Vibrant Wiltshire - These funds were specifically to assist revitalizing new shops to the high street in specific areas around Wiltshire. So monies were awarded for our Devizes and Marlborough shops.

Others:

Wessex Water - Funding from Wessex Water to support advice on pension credit.

WASP - fitness & Friendship and together - funding to support additional clubs across Wiltshire for older people to get more active while meeting friends.

Royal Wootton Bassett Activities - funding for Fitness & Friendship and other activities for the older people in Royal Wootton Bassett.

Southampton - Age Wessex - This relates to the reserves of Age Wessex that are to be used to continue information and advice services in the Southampton area

Community Investment - Swindon Falls - funding from NHS BANES, Swindon and Wiltshire ICB

I&A - National Benevolent Fund - to increase the capacity of the Information and Advice Service to enable targeted outreach to those experiencing pensioner poverty in Tidworth.

Melksham without council - Funding to support the AUKW community support program in Melksham, which helps connect older people with services, and programs in the area, to enhance their wellbeing.

26. EMPLOYEE BENEFIT OBLIGATIONS

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

A full actuarial valuation of the Scheme was carried out as at 31 March 2022 and the results of this valuation have been updated to 31 March 2024 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2025 are £11k. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

The amounts recognised in the Balance Sheet are as follows:

	Defined benefit pension plans	
	2025 £	2024 £
Present value of funded obligations	(237,000)	(271,000)
Fair value of plan assets	<u>273,000</u>	<u>286,000</u>
	36,000	15,000
Present value of unfunded obligations	-	-
Unrecognised asset	<u>(36,000)</u>	<u>(15,000)</u>
Deficit	-	-
Net liability	<u>-</u>	<u>-</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2025	2024
	£	£
Current service cost	-	-
Past service cost	-	-
Administration expenses	<u>2,000</u>	<u>1,000</u>
	<u>2,000</u>	<u>1,000</u>
Actual return on plan assets	<u>(10,000)</u>	<u>3,000</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2025	2024
	£	£
Opening defined benefit obligation	271,000	269,000
Interest cost	13,000	13,000
Actuarial losses/(gains)	(34,000)	2,000
Benefits paid	(15,000)	(14,000)
Administrative costs	<u>2,000</u>	<u>1,000</u>
	<u>237,000</u>	<u>271,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2025	2024
	£	£
Opening fair value of scheme assets	286,000	286,000
Contributions by employer	11,000	11,000
Interest income	13,000	13,000
Actuarial gains/(losses)	(22,000)	(10,000)
Benefits paid	<u>(15,000)</u>	<u>(14,000)</u>
	<u>273,000</u>	<u>286,000</u>

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2025	2024
	£	£
Actuarial gains/(losses)	12,000	(12,000)
Change in effect of the asset ceiling	<u>(21,000)</u>	<u>2,000</u>
	<u>(9,000)</u>	<u>(10,000)</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2025

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2025	2024
Equities	9.70%	14.50%
Diversified growth fund	-	4.90%
Infrastructure	14.50%	13.40%
Matching assets-bonds & gilts	69.90%	63.70%
Cash	5.90%	3.50%
	<u>100.00%</u>	<u>100.00%</u>

The £36,000 net asset is not recognised in the balance sheet. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2025	2024
Discount rate	5.80%	4.90%
CPI inflation	2.30%	2.40%
Rate of increase in deferred pensions	2.30%	2.40%
Future pension increases (RPI 3-5)	3.65%	3.70%
Future pension increases (RPI 2.5)	2.00%	2.05%
RPI inflation	3.10%	3.20%

Mortality	2025	2024
Life expectancy for male currently aged 65	21.7 years (age 86.7)	21.7 years (age 86.7)
Life expectancy for female currently aged 65	23.7 years (age 88.7)	23.6 years (age 88.6)
Life expectancy for male currently aged 45	23.0 years (age 88.0)	23.0 years (age 88.0)
Life expectancy for female currently aged 45	25.1 years (age 90.1)	25.1 years (age 90.1)

Allowance has been made for members to exchange 70% of the maximum cash allowance available upon retirement.

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £112,568 (2024: £62,254). At 31 March 2025 £Nil (2024: £Nil) of contributions were payable.

27. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

The son of the trustee R Purchase is a director of Jafre Limited. During the year the charity purchased goods and services totalling £9,312 (2024: £2,180) from Jafre Limited.

The husband of CEO, S Cardy, provided construction services to the charity totalling £16,129 (2024: £5,331). He is also employed as a casual driver and earned gross salary of £733 (2024: Nil).

AGE UK WILTSHIRE

England & Wales - Charity number 800912

Accounts

Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2024
for
Age UK Wiltshire

Sumer Auditco Limited
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Age UK Wiltshire

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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Age UK Wiltshire

Report of the Trustees
for the Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Legal and Administrative Information

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

9-10 Prince Maurice Court

Devizes

Wiltshire

SN10 2RT

(Effective 18/09/2024)

Other locations:

44 Catherine Street

Salisbury, Wiltshire

SP1 2DD

Toothill Community Centre

Dunwich Drive

Toothill

Swindon

SN5 8DH

Day Center

Padwell Road

Southampton

SO14 6QX

Company Secretary

Sarah Cardy

Trustees and Directors

Melissa Hillier	Resigned	22/09/23
Jacqueline Wells	Appointed	01/04/23
Richard Purchase	Chair	
Warren Finney		
Keith Johnson		
Stewart Ruston		
Sally Fox	Appointed	14/04/23
Richard Davies	Appointed	08/07/24

Auditors

Sumer Audit

Statutory Auditors

Hermes House

Fire Fly Avenue

Swindon

Wiltshire

SN2 2GA

Age UK Wiltshire

Report of the Trustees
for the Year Ended 31 March 2024

Solicitors

Thrings LLP
6 Drakes Meadow
Penny Lane
Swindon
SN3 3LL

Bankers

Lloyds Bank plc
38 Marketplace
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Sarah Cardy	Chief Executive Officer	Appointed 14/06/21
Ian Poulton	Finance & Business Manager	Appointed 01/09/23
Kate Brooks	Operations Manager-Deputy CEO	Appointed 04/07/22
Oliver Moody	Senior Commercial Manager	Appointed 01/04/24
Kirsten Kerr	Operations Manager	Appointed 03/06/24

Age UK Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

About our Charity

Objectives and Activities

Age UK Wiltshire (AUKW) is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire, Swindon and the communities of Southampton. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health, and social care. Our services are provided by a small team of paid employees and a team of around 100 volunteers.

We know there are many circumstances which reduce older peoples' sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is best explained by the fact that across the UK within the next two decades the total number of people aged 65 and over is estimated to grow by 48.9 per cent, which amounts to around 4.75 million people. Indeed, in keeping with current trends, the fastest growing group will be those aged 85 and over with the numbers projected to increase by 113.9 per cent, from nearly 1.3 million people to just under 2.8 million by 2035/36. (Source: Office for National Statistics).

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives, we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to "To make Wiltshire, Swindon and Southampton places where everyone can love later life".

Our Values

Our four values are:

Person centred -holistic, caring, we see 'people,' compassionate, supportive
Trusted – professional, reliable, knowledgeable, diligent, honest, quality service
Empowering – enabling, independence, ownership, nurturing
Ambitious – for our staff, clients, and the organisation.

The board of trustees recognises their duty to act in the charity's best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity. To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief Executive Officer will subscribe to and uphold the seven Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

Equality, Diversity, and Inclusion

Equality, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, aim to remove barriers and to support everyone to overcome and enable their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment on the grounds of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are committed to tackling the inequalities and exclusion and promoting equality and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Age UK Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Our Strategy

Our strategic plan builds on the achievements and successes of the charity in recent years and presents our plan for change, that will guide our organisation and people forward:

- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come. This will require a more commercial approach to our funding model, with more services being offered at a cost to the client.
- an outcomes-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.
- become the recognized voice of older people, using our trusted brand and expertise to focus on services and provision that will ensure older people in Wiltshire, Swindon and Southampton can love later life.

Our Key Social Outcomes

We are targeting five key social outcomes, which encapsulate our vision:

- Improved wellbeing – mental, emotional, and physical wellbeing.
- Increased participation in community – being active, socialising, able to maintain and develop life interests and skills - feeling connected.
- Reduced feeling of loneliness and social isolation through social support.
- More older people can remain living independently for longer and safer at home.
- Greater resilience – supporting and creating choice and control, increasing ability to deal with later life.

Achievements and Performance

Integration of AGE UK Southampton (Known as AGE Wessex) Operations

On the 1st of April 2023 Age UK Wiltshire integrated its operations and management with Age UK Southampton (company name Age Wessex). By bringing together the two organisations we have managed to gain efficiencies and strengthen our offer across both areas. We have expanded the Information & Advice service in Southampton and expanded services in the Day Centre.

Information & Advice (I&A) Service

Age UK Wiltshire offers a free, quality, accredited Information & Advice (I&A) service for older people living in Wiltshire, Swindon and Southampton, their families and their carers. Our friendly team of volunteers and staff advisers, triage officers and community officers provide comprehensive information and advice on a wide range of issues affecting older people, including welfare benefits and money; arranging care and support; housing options; finding local services and later life planning. The Information & Advice team supported 3,400 people, engaging in 13,557 contacts with or on behalf of clients, and helped realise over £2.6 million pounds a year in previously unclaimed benefits and grants – a huge amount which will make such a difference.

The Information & Advice service is the front door to the public and underpins the comprehensive approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with our other services including Wellbeing, Wellbeing Checks with Meals, Fitness & Friendship, Supportive Independence, Melksham Community Support and the Living Well services, as well as external organisations.

Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers. This year both Age UK Southampton and Age UK Wiltshire passed the Age UK Quality of Advice Assessment.

Age UK Wiltshire

Report of the Trustees for the Year Ended 31 March 2024

We are grateful to the support of funding from:

EON and Octopus to help people with Benefit advice with the aim of maximising the income of our clients, and to encourage uptake of Warm Home Discount to avoid the risk of fuel poverty.

Wiltshire Community Foundation to offer one-off grants to older people that are on an exceptionally low income and at risk of fuel poverty and/or struggling to keep their home warm during the colder months, through the Surviving Winter programme. The Community Foundation also part-funded a Welfare Benefits Caseworker post, to increase capacity within the Information & Advice team.

Age UK national – The Building Resilience (M&G) enabled us to provide holistic advice and support to older people experiencing a significant life event such as illness, bereavement, need of care or moving house

Wessex Water, to promote uptake of the Wessex Water Pension Credit discount scheme whilst completing income maximisation work with our clients.

Wellbeing Service

Access to the Wellbeing service starts with a Guided Conversation to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. It also helps the client focus on what they would like to achieve with our support. Our volunteer Telephone Befrienders make weekly calls to people who are housebound or find it difficult to get out and about.

Living Well Service – Partnerships with GP Practices

During 2023/24 we had three contracts, covering 15 surgeries, in the South West of the Wiltshire and in the Chippenham area. In each location an Age UK Wiltshire Senior Project Worker is an integrated part of the surgery's multi-disciplinary teams. Patients with non-clinical needs are visited at home for a Guided Conversation. This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well team provides a wrap-around service, working with the patient themselves, whilst drawing on the expertise of other services within Age UK Wiltshire or work with other third-party organisations such as Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe, Alzheimers Support Wiltshire and Link schemes, to name just a few.

The themes of support most commonly provided include:

- Finding help at home or personal care
- Access transport schemes and blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

Melksham Community Support

The Melksham Community Support service, funded by Melksham Town Council and Melksham Without Parish Council, and this year also supported by Melksham Area Board, offers a range of support for people living in the Melksham area, and aims to:

- Improve the wellbeing of older people living in Melksham Town and Melksham Without, by offering support, access to information and practical help.
- Ensure that support is available to those who need it most, particularly those who don't have a support network.
- Promote the take-up of welfare benefits and access to other sources of financial support.
- Promote and provide holistic support tailored to the individual's need.
- Provide an evidence base of future needs.

Fitness & Friendship Clubs

The Age UK Wiltshire Fitness & Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increased risk of falls, obesity, heart disease, and a decline in mental wellbeing. Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even where there is no hospital admission or minor injury. The club's format is a combination of low-impact exercises emphasising friendship and having fun.

Age UK Wiltshire

Report of the Trustees
for the Year Ended 31 March 2024

This year we opened several new clubs, ending the year with 19 clubs across Wiltshire and Swindon, with further clubs planned for 2023/24. The clubs are supported through a five-year Service Level Agreement with Wiltshire & Swindon Sport (WASP), running from July 2022 to July 2027. We were also supported through the Get Out Get Active project, the Together Fund, Calne Town Council, Corsham Town Council, Warminster Town Council and Melksham Without Parish Council.

Wellbeing Checks with Meals

The aim of the service is:

- Regular welfare checks to an older person, addressing any concerns or issues directly.
- The provision of an individually selected hot meal at lunchtime, delivered and plated to a client's desired location within their home.
- An interactive conversation with the older person.

The impact of the Covid pandemic very quickly materialised highlighting the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon the Community Welfare program.

We deliver a 7 day a week service across Swindon, Wiltshire, and Bath and Northeast Somerset. This service is valued by the customer and their families. Often, we are the only visitor they have to the home. There are plans to expand this service to Southampton, and further expand the reach of the service in south Wiltshire.

The service has continued to grow, and we completed over 63,000 visits, with the client base increasing 15% during the year. Most importantly we maintained direct face to face contact with many clients during the year. We continue to see a growing need for this service, and expect it to grow further as other similar services are being withdrawn.

During FY24 Wiltshire Council provided a household support grant to support the service by subsidising the cost of service to clients in the more rural less populated areas of Wiltshire.

Gardening Service - South Wiltshire

The service offers subsidised basic garden maintenance to around 30 clients, including grass cutting and general garden maintenance. This service is for more vulnerable older people who can't engage in arranging a gardener themselves, e.g. due to mental health issues, physical disability or benefits. The aim of the service is to keep a client's garden, especially the front garden, looking cared for and not the home of someone who may be vulnerable.

Supportive Independence, Swindon

The service, which started during this financial year, supports people to remain independent in their homes and empowers them to take charge of their health, wellbeing and independence, helping them to become less likely to fall. We help people to get more connected and increase their activity, at home and in their communities. Where there are barriers to getting out and about (transport, confidence, money, information about what's going on in the local community) we work hard to reduce or remove these. We check whether there are other factors which increase someone's risk of falling, for example medication, footwear, hearing (imbalance), low / high blood pressure, and check how safe the home environment is.

Padwell Road Day Centre

Following the integration of Age UK Southampton in April 2023, the previous two operational locations in Southampton were consolidated into the Padwell road location. The centre has proven to be popular with clients due to the daily activities, and hot lunches served. The Information & Advice service is also located in the day centre.

Charity Shops with Information Points

As per our strategy which included diversification of revenue sources, in December 2023, saw the opening of our first Charity Shop with Information Point open in Salisbury. We also moved the Salisbury office from St Michael's Community Centre to co-locate with the shop. This has provided a more accessible place for us to meet with clients as well as providing an information point. Following the success in Salisbury Shop an additional Charity Shop with Information Point was opened in Bradford on Avon. While adding revenue into the charity, it has more importantly provided an additional information point for our clients, and families. Additional locations were planned to open in FY25 including Marlborough, Swindon and Devizes.

Future Plans

With a growing 65+ population and a difficult financial climate the board recognise that our services are needed more than ever. Growth will come from expanding services, (Carers Together) and development of commercial activities (retail shops and wellbeing checks with meals) expansion.

With the increasing cost of living, we continue to improve our offer with targeted information and advice and more accessible self-help materials, through our new hubs, and via email and phone. We continue to work with partner organisations to provide effective referrals.

We will develop services to help people stay more mobile and connected. Fitness and Friendship clubs will continue to expand and develop activities for residents of sheltered housing schemes. These activities are aimed at helping prevent ill health both physical and mental health.

Age UK Wiltshire

Report of the Trustees

for the Year Ended 31 March 2024

The contract to provide Day Centre services at our Padwell road facility in Southampton via SCIA finished in June 2024. The Day Centre has managed to offer their services to many clients on a private pay basis, and now offers additional services to clients, and now has a wheelchair accessible vehicle. The Day Centre continues to add new clients during fiscal year 2025.

We plan to increase our home support services. Our research shows that there is a big demand for people to receive services to help them remain independent at home for longer. This will include handyperson services, shopping, gardening, befriending. The initial pilot in Melksham has proven successful, and we are looking to expand this service offering.

On April 1st 2024, Age UK Wiltshire in conjunction with some strategic partners were awarded the Wiltshire Council Carers Together contract for a 3 year period. This service provides tailored support to unpaid carers, including completing assessments, and opportunities for carers to network, via organized educational and social events.

We also welcome the opportunity to work with Primary Care Networks to help support social needs of patients to help improve their health.

Fundraising

We were successful in securing donations from several grant-makers to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We provide various online tools, to allow friends of Age UK Wiltshire to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire including:

- Age UK
- Amesbury Town Council
- Chippenham Town Council
- Chippenham, Corsham, Box PCN
- Corsham Town Council
- Devizes Town Council
- Fulmer Charitable Trust
- Hathaway Medical Practice
- John Rayner Charitable Trust
- Malmesbury Town Council
- Melksham Town Council
- Melksham Without Parish Council
- National Benevolent Institution
- Salisbury City Council
- Sarum West PCN
- Thorton Associates
- Thrings LLP
- Wessex Water
- Westbury Town Council
- Wiltshire & Swindon Sports (WASP)
- Wiltshire Community Foundation
- Wiltshire Council

Age UK Wiltshire

Report of the Trustees

for the Year Ended 31 March 2024

Financial Review

We are reporting an operating deficit of £ (84,609) 2023: deficit £ (134,162). The deficit was a continuation of a higher operating cost structure, partly due to the initial costs of establishing and growing new and existing services, along slightly less than expected grant revenue. The trend is towards increasing revenue levels from paid for services, along with continued revenue from grants, along with some increase in the operating cost basis, but with an expectation that in 2024/25 that the charity will have an operating surplus.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future plans of the organisation to maintain the accounts as they stood. Reviewing of the investments is a constant process but it is acknowledged by the board that with interest rates as low as they are, there is currently little chance of improving our return.

The financial position of the charity remains robust, with unrestricted reserves of £351,676. The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people. The defined benefit pension scheme was in surplus at the year-end due to changes in actuarial valuations. The £15,000 net asset is not recognised in the balance sheet as the charity is not entitled to any surplus on the wind up of the scheme.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including commissioned services and grant funding from trusts, foundations, and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to reductions in funding to local authorities. We have therefore made a positive change in our strategy to increase our commercial activity and income. To mitigate this risk, we are:

- Continuing to Increase paid for services
- Expanding and developing commercial opportunities through the addition further retail charity shop locations during the coming fiscal year 2025.
- Taking the opportunity to apply for new grant funding as it becomes available.
- Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves.
- Engaging with funders and contractual partners on a regular basis.
- Collaborating with other charitable organisations to make best use of resources and intellectual property; and
- Developing new ways of working to ensure Age UK Wiltshire remains relevant in an ever-changing environment.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed during the year and the level decided upon is maintained to enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. The advisable funding to cover the plans to mitigate an unexpected cut in funding,
2. Specific funding for the development of new or expanded services, and
3. Specific reserves for identified long term liabilities.

For the 2023/2024 fiscal year the trustees have assessed the reserves needed based on the monthly expenditure on central service (infrastructure) costs (around £33,000), as well as central service redundancy costs (around £22,000), based upon those spending levels, the current reserve levels are within the targeted range of 3-6 months expenditure.

The total value of funds held at the balance sheet date was £468,284 (2023: £552,893). The value of restricted funds was £116,608 (2023: £74,326) Designated funds of £98,824, (2023: £140,000) are held to support specific future projects. The charity also holds £66,435 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £186,417 (2023: £328,446).

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. Several services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services. We are looking to expand our commercial operations to raise enough income to sustain the charity going forward.

Age UK Wiltshire

Report of the Trustees for the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between three and seven other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected, a trustee may serve for a period of three years and be eligible for re-election.

Induction and Training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary. External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3).

Organisation Structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters, and governance. In addition, it considers and if in agreement, ratifies recommendations made by subcommittees and any relevant working groups. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority was formally reviewed and updated in February 2024.

Pay Policy for Senior Staff

The senior management team comprises the trustees and key management personnel of the charity in charge of directing and controlling, running, and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A formal quarterly review of the register of principal risks and uncertainties that the charity faces.
- The establishment of policies, systems, and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers.

Fund-Raising Standards Information

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations. We rely on raising income from grant application, contracts, voluntary donations, and legacies

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

Age UK Wiltshire

Report of the Trustees for the Year Ended 31 March 2024

Related Parties and Co-Operation with Other Organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.

Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity except for specific project funding, and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional, and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity, and well-being.

Finally, and Most Importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire, Swindon and Southampton by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. We are also extremely grateful to our donors and funders for their support. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

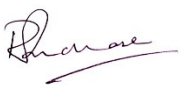
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Sumer Audit, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 22nd October 2024 and signed on its behalf by:



Richard Purchase
Chair of Trustees

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company'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; and
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of Age UK Wiltshire

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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.

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare DChA FCA (Senior Statutory Auditor)
for and on behalf of Sumer Auditco Limited
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Date: 07 November 2024

Age UK Wiltshire

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	123,640	-	367,312	490,952	362,258
Charitable activities	6					
Provision of services		942,313	-	40,468	982,781	730,518
Other trading activities	4	50,823	-	-	50,823	20,632
Investment income	5	5,637	-	-	5,637	2,016
Transfer from Age Wessex	7	-	-	113,361	113,361	-
Total		<u>1,122,413</u>	<u>-</u>	<u>521,141</u>	<u>1,643,554</u>	<u>1,115,424</u>
EXPENDITURE ON						
Raising funds	8	121,613	41,176	-	162,789	33,379
Charitable activities	9					
Provision of services		<u>1,076,515</u>	<u>-</u>	<u>478,859</u>	<u>1,555,374</u>	<u>1,207,207</u>
Total		<u>1,198,128</u>	<u>41,176</u>	<u>478,859</u>	<u>1,718,163</u>	<u>1,240,586</u>
NET INCOME/(EXPENDITURE)		(75,715)	(41,176)	42,282	(74,609)	(125,162)
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(10,000)</u>	<u>-</u>	<u>-</u>	<u>(10,000)</u>	<u>(9,000)</u>
Net movement in funds		(85,715)	(41,176)	42,282	(84,609)	(134,162)
RECONCILIATION OF FUNDS						
Total funds brought forward		<u>338,567</u>	<u>140,000</u>	<u>74,326</u>	<u>552,893</u>	<u>687,055</u>
TOTAL FUNDS CARRIED FORWARD		<u>252,852</u>	<u>98,824</u>	<u>116,608</u>	<u>468,284</u>	<u>552,893</u>

The notes form part of these financial statements

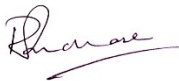
Age UK Wiltshire (Registered number: 02121174)

Balance Sheet
31 March 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	18	66,435	10,121
Investments	19	<u>1</u>	<u>1</u>
		66,436	10,122
CURRENT ASSETS			
Stocks	20	4,015	2,919
Debtors: amounts falling due within one year	21	379,210	212,451
Cash at bank and in hand		<u>412,353</u>	<u>508,076</u>
		795,578	723,446
CREDITORS			
Amounts falling due within one year	22	(393,730)	(180,675)
		<u>401,848</u>	<u>542,771</u>
NET CURRENT ASSETS			
		<u>401,848</u>	<u>542,771</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		468,284	552,893
		<u>468,284</u>	<u>552,893</u>
NET ASSETS			
		<u>468,284</u>	<u>552,893</u>
FUNDS	25		
Unrestricted funds		351,676	478,567
Restricted funds		<u>116,608</u>	<u>74,326</u>
TOTAL FUNDS		<u>468,284</u>	<u>552,893</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on October 22nd 2024 and were signed on its behalf by:



.....
R Purchase - Trustee

The notes form part of these financial statements

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(150,601)</u>	<u>(144,101)</u>
Net cash used in operating activities		<u>(150,601)</u>	<u>(144,101)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(64,592)	(5,794)
Transfer fixed assets from Age Wessex		(10,183)	-
Transfer funds in from Age Wessex		124,016	-
Interest received		<u>5,637</u>	<u>2,016</u>
Net cash provided by/(used in) investing activities		<u>54,878</u>	<u>(3,778)</u>
Change in cash and cash equivalents in the reporting period		(95,723)	(147,879)
Cash and cash equivalents at the beginning of the reporting period		<u>508,076</u>	<u>655,955</u>
Cash and cash equivalents at the end of the reporting period		<u>412,353</u>	<u>508,076</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(74,609)	(125,162)
Adjustments for:		
Depreciation charges	18,461	11,143
Interest received	(5,637)	(2,016)
Increase in stocks	(1,096)	-
Increase in debtors	(290,775)	(129,008)
Increase in creditors	213,055	109,942
Difference between pension charge and cash contributions	<u>(10,000)</u>	<u>(9,000)</u>
Net cash used in operations	<u>(150,601)</u>	<u>(144,101)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>508,076</u>	<u>(95,723)</u>	<u>412,353</u>
	<u>508,076</u>	<u>(95,723)</u>	<u>412,353</u>
Total	<u>508,076</u>	<u>(95,723)</u>	<u>412,353</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2024

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

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

The charity has net assets of £468,284 at the year end. The charity has a cash balance of £412,353. There was a net decrease in funds for the year of £84,609. The balance sheet remains strong and the trustees are looking to expand the commercial operations to raise enough income to sustain the charity going forward. On this basis, the trustees consider it appropriate to prepare the financial statements on the going concern basis. This assumes that the charity will continue in operational existence for the foreseeable future. In making this assessment the trustees have reviewed the balance sheet, the likely future cash flows of the charity and have considered the funds available at this point in time.

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

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.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note on Employee Benefit Obligations, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2022 has been used by the actuary in valuing the pensions liability at 31 March 2024. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Critical areas of judgement

None

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

2. ACCOUNTING POLICIES - continued

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.

For legacies, entitlement is taken as the earlier of the date on which either: 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 Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is 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.

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

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended. The sale of donated goods is recognised on point of sale.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis, fixtures and fittings written off over four to five years on a straight line basis, and improvements to property written off over 6 years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Stocks

Stocks are valued at the lower of cost and net realisable value.

The charitable company does not value donated second hand goods where it is impractical to do so.

Taxation

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

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2024

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income 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 by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

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

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations and grants	422,705	358,864
Legacies	<u>68,247</u>	<u>3,394</u>
	<u>490,952</u>	<u>362,258</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Shop income	36,012	-
Hall hire	<u>14,811</u>	<u>20,632</u>
	<u>50,823</u>	<u>20,632</u>

5. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>5,637</u>	<u>2,016</u>

6. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Grants	Provision of services	40,468	31,077
Income from charged for services to beneficiaries of the charity	Provision of services	28,656	26,122
Living Well service	Provision of services	278,163	133,646
Home from Hospital service	Provision of services	-	110,722
Community meals	Provision of services	<u>635,494</u>	<u>428,951</u>
		<u>982,781</u>	<u>730,518</u>

				2024	2023
Activity				£	£
	Grants	Fees	Contract	Total	Total
Information & Advice	40,468	-	-	40,468	31,077
Fitness & Friendship	-	20,511	-	20,511	16,432
Living Well	-	-	278,163	278,163	133,646
Gardening	-	8,145	-	8,145	9,690
Home from Hospital	-	-	-	-	110,722
Community meals	-	<u>635,494</u>	-	<u>635,494</u>	<u>428,951</u>
Total	<u>40,468</u>	<u>664,150</u>	<u>278,163</u>	<u>982,781</u>	<u>730,518</u>

7. TRANSFER FROM AGE WESSEX

	2024	2023
	£	£
Transfer from Age Wessex	<u>113,361</u>	<u>-</u>

On April 1st, 2023, Age Wessex, and Age UK Wiltshire executed an agreement for Age UK Wiltshire to assume management control of Age Wessex. The fair value of the assets of Age Wessex transferred to Age UK Wiltshire.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

8. RAISING FUNDS

Raising donations and legacies

	2024	2023
	£	£
Fundraising costs	6,480	-
Support costs	<u>16,424</u>	<u>33,379</u>
	<u>22,904</u>	<u>33,379</u>

Other trading activities

	2024	2023
	£	£
Shop costs	10,384	-
Staff costs	33,250	-
Depreciation	4,163	-
Support costs	<u>92,088</u>	<u>-</u>
	<u>139,885</u>	<u>-</u>
Aggregate amounts	<u>162,789</u>	<u>33,379</u>

9. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 10)	Grant funding of activities (see note 11)	Support costs (see note 12)	Totals
	£	£	£	£
Provision of services	<u>1,131,339</u>	<u>51,800</u>	<u>372,235</u>	<u>1,555,374</u>

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs

				2024	2023
	Direct staff costs	Other direct costs	Support costs	£	£
Activity				Total	Total
Information & Advice	152,383	5,780	85,308	243,471	161,982
Fitness & Friendship	38,796	19,193	19,641	77,630	63,556
Living Well	118,139	6,206	9,117	133,462	158,254
Gardening	12,645	1,170	4,623	18,438	18,172
Home from Hospital	-	-	-	-	86,587
Community meals	338,311	330,324	108,805	777,440	615,700
Falls prevention	19,244	770	41,145	61,159	-
Day care	67,677	8,203	41,643	117,523	-
Travel friends	663	202	12,391	13,256	27,656
Other	<u>11,575</u>	<u>58</u>	<u>12,651</u>	<u>24,243</u>	<u>-</u>
Total	<u>759,433</u>	<u>371,906</u>	<u>335,283</u>	<u>1,466,622</u>	<u>1,131,907</u>
Grants payable (note 10)	<u>-</u>	<u>51,800</u>	<u>36,952</u>	<u>88,752</u>	<u>75,300</u>
Total	<u>759,433</u>	<u>423,706</u>	<u>372,235</u>	<u>1,555,374</u>	<u>1,207,207</u>

Basis of allocation of support costs: Percentage of staff time

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. GRANTS PAYABLE

	2024	2023
	£	£
Provision of services	<u>51,800</u>	<u>75,300</u>

The total grants paid to individuals during the year was as follows:

	2024	2023
	£	£
Grants to individuals	<u>51,800</u>	<u>75,300</u>

12. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	16,424	-	16,424
Other trading activities	92,088	-	92,088
Provision of services	<u>346,077</u>	<u>26,158</u>	<u>372,235</u>
	<u>454,589</u>	<u>26,158</u>	<u>480,747</u>

Analysis of support costs

	2024	2023
	£	£
Staff costs	230,416	206,817
Premises, office costs and sundries	227,103	118,849
Depreciation	9,978	11,143
Governance costs	<u>13,250</u>	<u>10,185</u>
	<u>480,747</u>	<u>346,993</u>

13. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration - auditing the accounts	13,250	10,185
Auditors' remuneration - VAT and other advice	6,453	-
Depreciation - owned assets	18,461	11,143
Operating leases - land and buildings	23,853	16,260
Operating leases - other	<u>62,090</u>	<u>40,027</u>

14. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

One trustees claimed travel expenses of £166 (2023: one trustee claimed £62)

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

15. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	906,578	653,654
Social security costs	54,267	37,435
Other pension costs	62,254	62,273
	<u>1,023,099</u>	<u>753,362</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Direct charitable	30	23
Management and administration	4	5
Casual	29	23
	<u>63</u>	<u>51</u>

No employees received emoluments in excess of £60,000.

The average full-time equivalent staff numbers are 25 permanent staff and 11 casuals (2023: 21 permanent, 8 casuals).

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £197,068 (2023: £136,802).

16. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	40,142	-	322,116	362,258
Charitable activities				
Provision of services	699,441	-	31,077	730,518
Other trading activities	20,632	-	-	20,632
Investment income	2,016	-	-	2,016
Total	<u>762,231</u>	<u>-</u>	<u>353,193</u>	<u>1,115,424</u>
EXPENDITURE ON				
Raising funds	33,379	-	-	33,379
Charitable activities				
Provision of services	865,164	-	342,043	1,207,207
Total	<u>898,543</u>	<u>-</u>	<u>342,043</u>	<u>1,240,586</u>
NET INCOME/(EXPENDITURE)	(136,312)	-	11,150	(125,162)
Other recognised gains/(losses)				
Actuarial gains/(losses) on defined benefit schemes	(9,000)	-	-	(9,000)
Net movement in funds	(145,312)	-	11,150	(134,162)
RECONCILIATION OF FUNDS				
Total funds brought forward	483,879	140,000	63,176	687,055
TOTAL FUNDS CARRIED FORWARD	<u>338,567</u>	<u>140,000</u>	<u>74,326</u>	<u>552,893</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

17. GOVERNMENT GRANT INCOME

	2024	2023
	£	£
Wiltshire Council	25,000	25,000

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

18. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023	-	20,212	28,666	48,878
Additions	22,817	25,238	16,537	64,592
Reclassification	-	<u>4,625</u>	<u>26,269</u>	<u>30,894</u>
At 31 March 2024	<u>22,817</u>	<u>50,075</u>	<u>71,472</u>	<u>144,364</u>
DEPRECIATION				
At 1 April 2023	-	17,069	21,688	38,757
Charge for year	1,582	5,806	11,073	18,461
Reclassification/transfer	-	<u>2,817</u>	<u>17,894</u>	<u>20,711</u>
At 31 March 2024	<u>1,582</u>	<u>25,692</u>	<u>50,655</u>	<u>77,929</u>
NET BOOK VALUE				
At 31 March 2024	<u>21,235</u>	<u>24,383</u>	<u>20,817</u>	<u>66,435</u>
At 31 March 2023	<u>-</u>	<u>3,143</u>	<u>6,978</u>	<u>10,121</u>

19. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2023 and 31 March 2024	<u>1</u>
NET BOOK VALUE	
At 31 March 2024	<u>1</u>
At 31 March 2023	<u>1</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

Class of share:	%
Ordinary	holding 100

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

20. STOCKS		2024	2023
		£	£
Stocks		<u>4,015</u>	<u>2,919</u>
21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Trade debtors		282,528	167,045
Other debtors		25,184	-
VAT		13,443	-
Prepayments and accrued income		<u>58,055</u>	<u>45,406</u>
		<u>379,210</u>	<u>212,451</u>
22. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Trade creditors		49,730	18,787
Social security and other taxes		18,276	11,637
Other creditors		1,843	2,144
Deferred income		278,308	120,124
Accrued expenses		<u>45,573</u>	<u>27,983</u>
		<u>393,730</u>	<u>180,675</u>

Deferred income of £264,508 (2023: £120,124) relates to income received in advance for contracts commencing in 24/25.

23. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	106,959	28,249
Between one and five years	289,891	36,890
In more than five years	<u>134,500</u>	<u>-</u>
	<u>531,350</u>	<u>65,139</u>

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	2024	2023
	Total	Total
	funds	funds
	£	£
Fixed assets	66,435	10,121
Investments	1	1
Current assets	580,146	723,446
Current liabilities	<u>(393,730)</u>	<u>(180,675)</u>
	<u>252,852</u>	<u>552,893</u>
	<u>98,824</u>	<u>116,608</u>
	<u>468,284</u>	<u>552,893</u>

Age UK Wiltshire
Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

25. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	338,567	(85,715)	252,852
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	(19,404)	5,596
Business Development	50,000	(21,772)	28,228
	<u>478,567</u>	<u>(126,891)</u>	<u>351,676</u>
Restricted funds			
Legacies & Special Purposes	35,926	(17,963)	17,963
Home from Hospital	28,900	(28,900)	-
Fitness and Friendship	9,500	(9,500)	-
WASP - Together	-	3,401	3,401
Southampton	-	75,574	75,574
I&A - National Benevolent Fund	-	9,330	9,330
Royal Wootton Bassett Activities	-	10,340	10,340
	<u>74,326</u>	<u>42,282</u>	<u>116,608</u>
TOTAL FUNDS	<u>552,893</u>	<u>(84,609)</u>	<u>468,284</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,122,413	(1,208,128)	-	(85,715)
Age Concern Defined Benefit Pension Fund	-	10,000	(10,000)	-
Strategic Development	-	(19,404)	-	(19,404)
Business Development	-	(21,772)	-	(21,772)
	<u>1,122,413</u>	<u>(1,239,304)</u>	<u>(10,000)</u>	<u>(126,891)</u>
Restricted funds				
Legacies & Special Purposes	-	(17,963)	-	(17,963)
Home from Hospital	-	(28,900)	-	(28,900)
WASP - Fitness & Friendship	29,925	(29,925)	-	-
Building resilience	32,083	(32,083)	-	-
Wiltshire Community Foundation - Surviving Winter	73,077	(73,077)	-	-
Wiltshire Council household support grant	25,000	(25,000)	-	-
Fitness and Friendship	-	(9,500)	-	(9,500)
Wessex water	5,000	(5,000)	-	-
Travel friends	11,174	(11,174)	-	-
Warm homes	40,468	(40,468)	-	-
Cost of Living Age UK Wiltshire	40,000	(40,000)	-	-
Cost of Living Age Wessex	15,000	(15,000)	-	-
Community Support Melksham	23,000	(23,000)	-	-
Community Investment - Swindon Falls	59,165	(59,165)	-	-
I&A Salisbury	1,500	(1,500)	-	-
WASP - Together	3,401	-	-	3,401
Southampton	139,124	(63,550)	-	75,574
Other	3,554	(3,554)	-	-
I&A - National Benevolent Fund	9,330	-	-	9,330
Royal Wootton Bassett Activities	10,340	-	-	10,340
	<u>521,141</u>	<u>(478,859)</u>	<u>-</u>	<u>42,282</u>
TOTAL FUNDS	<u>1,643,554</u>	<u>(1,718,163)</u>	<u>(10,000)</u>	<u>(84,609)</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

25. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	483,879	(145,312)	338,567
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	-	25,000
Business Development	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	623,879	(145,312)	478,567
Restricted funds			
Legacies & Special Purposes	35,926	-	35,926
Home from Hospital	-	28,900	28,900
Well Being	5,000	(5,000)	-
Wiltshire Community Foundation - Surviving Winter	15,000	(15,000)	-
Fitness and Friendship	-	9,500	9,500
Wessex water	2,250	(2,250)	-
Information and advice	<u>5,000</u>	<u>(5,000)</u>	<u>-</u>
	<u>63,176</u>	<u>11,150</u>	<u>74,326</u>
TOTAL FUNDS	<u><u>687,055</u></u>	<u><u>(134,162)</u></u>	<u><u>552,893</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	762,231	(907,543)	-	(145,312)
Age Concern Defined Benefit Pension Fund	<u>-</u>	<u>9,000</u>	<u>(9,000)</u>	<u>-</u>
	762,231	(898,543)	(9,000)	(145,312)
Restricted funds				
Home from Hospital	44,350	(15,450)	-	28,900
Well Being	-	(5,000)	-	(5,000)
Building resilience	31,688	(31,688)	-	-
Later Life Goals	13,992	(13,992)	-	-
Wiltshire Community Foundation - Surviving Winter	97,052	(112,052)	-	(15,000)
Wiltshire Council household support grant	25,000	(25,000)	-	-
Fitness and Friendship	40,059	(30,559)	-	9,500
Wessex water	5,000	(7,250)	-	(2,250)
Information and advice	11,815	(16,815)	-	(5,000)
Community meals	1,835	(1,835)	-	-
Travel friends	40,326	(40,326)	-	-
Wiltshire Celebrate Jubilee	9,916	(9,916)	-	-
Warm homes	<u>32,160</u>	<u>(32,160)</u>	<u>-</u>	<u>-</u>
	<u>353,193</u>	<u>(342,043)</u>	<u>-</u>	<u>11,150</u>
TOTAL FUNDS	<u><u>1,115,424</u></u>	<u><u>(1,240,586)</u></u>	<u><u>(9,000)</u></u>	<u><u>(134,162)</u></u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2024

25. **MOVEMENT IN FUNDS - continued**

Information on material funds:

Legacies & Special Purposes - This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Well Being: Service - offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous, Town Councils and foundation trusts.

Age UK National

The follow projects were supported via funds secured via Age UK nationally:

Building resilience - funding to help improve the wellbeing of older people.

Later life goals - funding to provide one to one advice and support to old people, specifically targeting those experiencing a significant life event.

Warm Homes - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

Cost Of Living - funding to help support the organisation to be able to help older people with the recent increases in cost of living.

Travel friends - funding to pair clients up with their own Travel Friend who can accompany clients on any type of journey - whether it's by foot, public transport, community transport or taxi - and will help clients build the confidence to travel independently.

Wiltshire Community Foundation

The following funds were awarded via Wiltshire Community Foundation:

Surviving winter grant - to provide winter fuel grants to older people in receipt of means tested benefits.

Wiltshire Council

The following funds were secured from Wiltshire Council:

Household support grant - funding to provide grants to households to help support people get a Welfare check and hot meal.

Home from Hospital - Discharge from hospital funding to provide a welfare check, and a hot meal for older people recently discharged from hospital.

Others:

Wessex Water - Funding from Wessex Water to support advice on pension credit.

WASP - fitness & Friendship and together - funding to support additional clubs across Wiltshire for older people to get more active while meeting friends.

Royal Wootton Bassett Activities - funding for Fitness & Friendship and other activities for the older people in Royal Wootton Bassett.

Southampton - Age Wessex - This relates to the reserves of Age Wessex that are to be used to continue information and advice services in the Southampton area

Community Investment - Swindon Falls - funding from NHS BANES, Swindon and Wiltshire ICB

I&A - National Benevolent Fund - to increase the capacity of the Information and Advice Service to enable targeted outreach to those experiencing pensioner poverty in Tidworth.

26. **EMPLOYEE BENEFIT OBLIGATIONS**

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

A full actuarial valuation of the Scheme was carried out as at 31 March 2022 and the results of this valuation have been updated to 31 March 2024 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2025 are £11k. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in the Balance Sheet are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Present value of funded obligations	(271,000)	(269,000)
Fair value of plan assets	<u>286,000</u>	<u>286,000</u>
	15,000	17,000
Present value of unfunded obligations	-	-
Unrecognised asset	<u>(15,000)</u>	<u>(17,000)</u>
Deficit	-	-
Net liability	<u>-</u>	<u>-</u>

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Current service cost	-	-
Net interest from net defined benefit asset/liability	26,000	-
Past service cost	-	-
Administration expenses	<u>1,000</u>	<u>2,000</u>
	<u>27,000</u>	<u>2,000</u>
Actual return on plan assets	<u>3,000</u>	<u>(65,000)</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Opening defined benefit obligation	269,000	334,000
Interest cost	13,000	9,000
Actuarial losses/(gains)	2,000	(59,000)
Benefits paid	<u>(13,000)</u>	<u>(15,000)</u>
	<u>271,000</u>	<u>269,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Opening fair value of scheme assets	286,000	357,000
Contributions by employer	11,000	11,000
Interest income	13,000	9,000
Actuarial gains/(losses)	(10,000)	(74,000)
Benefits paid	(13,000)	(15,000)
Administration costs incurred	<u>(1,000)</u>	<u>(2,000)</u>
	<u>286,000</u>	<u>286,000</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2024	2023
	£	£
Actuarial gains/(losses)	(12,000)	(15,000)
Change in effect of the asset ceiling	<u>2,000</u>	<u>6,000</u>
	<u>(10,000)</u>	<u>(9,000)</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2024	2023
Equities	14.50%	9.10%
Diversified growth fund	4.90%	4.80%
Infrastructure	13.40%	13.00%
Matching assets-bonds & gilts	63.70%	70.20%
Cash	<u>3.50%</u>	<u>2.90%</u>
	<u>100.00%</u>	<u>100.00%</u>

The £15,000 net asset is not recognised in the balance sheet. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2024	2023
Discount rate	4.90%	4.85%
CPI inflation	2.40%	2.45%
Future pension increases (RPI 3-5)	3.70%	3.70%
Future pension increases (RPI 2.5)	2.05%	2.10%
RPI inflation	3.20%	3.25%

Mortality	2024	2023
Life expectancy for male currently aged 65	21.7 years (age 86.7)	21.8 years (age 86.8)
Life expectancy for female currently aged 65	23.6 years (age 88.6)	23.8 years (age 89.5)
Life expectancy for male currently aged 45	23.0 years (age 88.0)	23.1 years (age 88.1)
Life expectancy for female currently aged 45	25.1 years (age 90.1)	25.2 years (age 90.2)

Allowance has been made for members to exchange 70% of the maximum cash allowance available upon retirement.

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £62,254 (2023: £62,273). At 31 March 2024 £Nil (2023: £334) of contributions were payable.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

27. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

The son of the trustee R Purchase, is a director of Jafre Limited. During the year the charity purchased goods and services totalling £2,180 from Jafre Limited.

The husband of CEO, S Cardy, provided construction services to the charity totalling £5,331.

AGE UK WILTSHIRE

England & Wales - Charity number 800912

Accounts

REGISTERED COMPANY NUMBER: 2121174
(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2023
for
Age UK Wiltshire

Age UK Wiltshire
Annual Review and Accounts 2022-23

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Notes to the Financial Statements

Part 1 - Legal and Administrative Information

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

The Wool Shed
New Park Street
Devizes
SN10 1DY

Other locations:

44 Catherine Street
Salisbury, Wiltshire
SP1 2DD

Toothill Community Centre
Dunwich Drive
Toothill
Swindon
SN5 8DH

Company Secretary

Sarah Cardy

Trustees and Directors

Melissa Hillier	Resigned	22/09/23
Jacqueline Wells	Appointed	01/04/23
David King	Resigned	20/03/23
Richard Purchase Chair	Appointed	26/05/22
Warren Finney	Appointed	26/05/22
Kevin Fairman	Resigned	13/05/22
Pauline Oliver	Resigned	1/9/2022
Emma Taylor	Resigned	1/9/2022
Keith Johnson		
Stewart Ruston		
Sally Fox	Appointed	14/04/2023

Auditors

Sumer Audit
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Bankers

Lloyds Bank plc
38 Marketplace
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Sarah Cardy	Chief Executive Officer	Appointed 14/06/21
John Truss	Programmes Manager	Resigned 31/03/23
Ian Poulton	Finance & Business Manager	Appointed 01/09/23
Kate Brooks	Operations Manager-Deputy CEO	Appointed 04/07/22

Part 2 About our Charity

Objectives and Activities

Age UK Wiltshire (AUKW) is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health, and social care. Our services are provided by a small team of paid employees and a team of around 100 volunteers.

We know there are many circumstances which reduce older peoples' sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is best explained by the fact that across the UK within the next two decades the total number of people aged 65 and over is estimated to grow by 48.9 per cent, which amounts to around 4.75 million people. Indeed, in keeping with current trends, the fastest growing group will be those aged 85 and over with the numbers projected to increase by 113.9 per cent, from nearly 1.3 million people to just under 2.8 million by 2035/36. (Source: Office for National Statistics).

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives, we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to "To make Wiltshire and Swindon places where everyone can love later life".

Our Values

Our four values are:

Person centred -holistic, caring, we see 'people,' compassionate, supportive

Trusted – professional, reliable, knowledgeable, diligent, honest, quality service

Empowering – enabling, independence, ownership, nurturing

Ambitious – for our staff, clients, and the organisation.

The board of trustees recognises their duty to act in the charity's best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity. To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief

Executive Officer will subscribe to and uphold the seven Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

Equality, Diversity, and Inclusion

Equality, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, aim to remove barriers and to support everyone to overcome and enable their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment on the grounds of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are committed to tackling the inequalities and exclusion and promoting equality and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Our Strategy

Our strategic plan builds on the achievements and successes of the charity in recent years and presents our plan for change, that will guide our organisation and people forward:

- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come. This will require a more commercial approach to our funding model, with more services being offered at a cost to the client.
- an outcomes-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.
- become the recognized voice of older people, using our trusted brand and expertise to focus on services and provision that will ensure older people in Wiltshire can love later life.

Our Key Social Outcomes

We are targeting five key social outcomes, which encapsulate our vision:

- Improved wellbeing – mental, emotional, and physical wellbeing.
- Increased participation in community – being active, socialising, able to maintain and develop life interests and skills - feeling connected.
- Reduced feeling of loneliness and social isolation through social support.
- More older people can remain living independently for longer and safer at home.
- Greater resilience – supporting and creating choice and control, increasing ability to deal with later life.

Our Services and Activities at Age UK Wiltshire

Achievements and Performance

Accredited Information & Advice (I&A) Service

Age UK Wiltshire provides an Information & Advice (I&A) service to older people living in Wiltshire and Swindon and to their carers and relatives. The team of paid staff and volunteers respond to a broad range of enquiries including benefit entitlement, applications and resolving disputes, housing, health and social care, legal affairs, general money advice, consumer issues, local services, and activities, struggles with daily living and everything in between.

The Information & Advice team supported 4,000 clients, engaging in 11,768 contacts either with the client or on behalf of them and helped realise over £2.1 million pounds a year in previously unclaimed benefits and grants – a huge amount which will make such a difference.

The Information and Advice service is the front door to the public and underpins the comprehensive approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with our other services including Wellbeing, Community Meals, Fitness & Friendship and the Living Well services, as well as external organisations.

Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers.

We are grateful to the support of funding from:

EON to help people with Benefit advice with the aim of maximising the income of our clients, and to encourage uptake of Warm Home Discount to avoid the risk of fuel poverty.

Wiltshire Community Foundation to offer one-off grants to older people that are on an exceptionally low income and at risk of fuel poverty and/or struggling to keep their home warm during winter, through the Surviving Winter programme. From November 2022 the Community Foundation part-funded a Welfare Benefits Caseworker post, to increase capacity within the Information & Advice team.

Age UK national – The Building Resilience (M&G) and Later Life Goals projects (Masonic Charitable Foundation), enabled us to provide holistic advice and support to older people experiencing a significant life event such as illness, bereavement, need of care or moving house

Wessex Water, to promote uptake of the Wessex Water Pension Credit discount scheme whilst completing income maximisation work with our clients.

Wellbeing and Befriending Service

Access to the Wellbeing service starts with a 'Guided Conversation' to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. It also helps the client focus on what they would like to achieve with our support. Our volunteer Telephone Befrienders make weekly calls to people who are housebound or socially isolated.

Living Well Service – Partnerships with GP Practices

During 2022/23 we had four contracts, covering 16 surgeries, in Chippenham, Corsham, Box, Bradford on Avon and Sarum West. In each location an Age UK Wiltshire Senior Project Worker is

an integrated part of the surgery's multi-disciplinary teams. Patients with non-clinical needs are visited at home for a 'Guided Conversation.' This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well team provide a wrap-around service working with the patient themselves, whilst drawing on the expertise of other services within Age UK Wiltshire or work with other third-party organisations such as Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe, Alzheimer Support Wiltshire, Link, to name just a few.

The themes of support most commonly provided include:

- Finding help at home or personal care
- Access transport schemes and blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

As the fiscal year ended the Service Level Agreement with Bradford on Avon Primary Care Network ended.

Fitness and Friendship Clubs

The Age UK Wiltshire Fitness and Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increased risk of falls, obesity, heart disease, and a decline in mental wellbeing. Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even where there is no hospital admission or minor injury. The club's format is a combination of low-impact exercises emphasizing friendship and having fun.

This year we opened two new clubs, ending the year with 15 clubs across Wiltshire and Swindon, with a further six clubs planned for 2023/24.

The clubs are supported through a five-year Service Level Agreement with Wiltshire & Swindon Sports Partnership (WASP), running from July 2022 to July 2027. We were also supported through the WASP Get Out Get Active project, and by Calne Town Council, Corsham Town Council, Warminster Town Council and Melksham Without Parish Council.

Travel Friends – Started July 2022

During the fiscal year we started a pilot project with Age UK, where we supported people to travel independently and reconnect with their local communities, friends, and family, after the Covid pandemic. Volunteers worked with an older person over a brief period of time, to help them gain the confidence to access and understand bus/train timetables, as well as the community transport and Link schemes in their area. Travel Friends volunteers could also travel with the client at first, to help them feel confident to do so alone.

Home from Hospital – Ended June 2022

Age UK Wiltshire received funding from Wiltshire Council to deliver a Home from Hospital (HfH) Service for Wiltshire residents, receiving referrals from Salisbury District Hospital (SDH), Royal United Hospital (RUH) in Bath, and Great Western Hospital (GWH) in Swindon and three community hospitals in Chippenham, Warminster, and Marlborough.

The Home from Hospital Service provided short-term support to Wiltshire residents, predominantly aged 60 plus, for up to 6 weeks following a stay in hospital. The services included a mixture of both practical and emotional support that together enabled older people to transition back home and regain their confidence and independence, reducing the likelihood of people becoming socially isolated or lonely and being readmitted to hospital.

The Age UK Wiltshire Home from Hospital contract ends at the end of June 2022. Age UK Wiltshire Board of Trustees spent a long time deliberating over the detail of the new contract but eventually made the exceedingly difficult decision to step away because the risk to the organisation was too great.

Community Welfare Visits Including a Hot Meal.

The aim of the service is:

- Regular welfare checks to an older person, addressing any concerns or issues directly.
- The provision of an individually selected hot meal at lunchtime, delivered and plated to a client's desired location within their home.
- An interactive conversation with the older person.

The impact of the Covid pandemic very quickly materialised highlighting the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon the Community Welfare program.

We deliver a 7 day a week service across Swindon, Wiltshire, and Bath and Northeast Somerset. This service is valued by the customer and their families. Often, we are the only visitor they have to the home.

The service has continued to grow, and we completed over 47,000 visits, with the client base increasing 40% during the year. Most importantly we maintained direct face to face contact with many clients during the year. We continue to see a growing need for this service and expand it will continue to grow.

Future Plans

With a growing 65+ population and a difficult financial climate the board recognise that our services are needed more than ever. Growth will come from expanding services and development of commercial activities (retail shops and community welfare visits).

As part of our retail shop strategy, we are planning to make some of the locations a local hub which could include a face-to-face advice service, retail shopping, a café, and a place to connect with others.

With the increasing cost of living, we continue to improve our offer with targeted information and advice and more accessible self-help materials, through our new hubs, and via email and phone. We continue to work with partner organisations to provide effective referrals.

We will develop services to help people stay more mobile and connected. Fitness and Friendship clubs will expand and develop activities for residents of sheltered housing schemes. These activities are aimed at helping prevent ill health both physical and mental health.

We plan to increase our home support services. Our research shows that there is a big demand for people to receive services to help them remain independent at home for longer. This will include handyperson services, shopping, gardening, befriending and travel support. The initial pilot in Melksham has proven successful, and we are looking to expand this service offering.

We also welcome the opportunity to work with Primary Care Networks to help support social needs of patients to help improve their health.

On the 1st of April 2023 Age UK Wiltshire merged with Age UK Southampton (company name Age UK Wessex). By bringing together the two organisations we are bringing about efficiencies and enables us to strengthen our offer across both organisations. We will develop information and advice service in Southampton and expand services in the Day Care centre. We will also look to offer new services to the Southampton area based on existing Age UK Wiltshire services.

Fundraising

We were successful in securing donations from several grant-makers to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We provide various online tools, to allow friends of Age UK Wiltshire to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire including:

- Age UK
- Wiltshire Council
- Wiltshire Community Foundation
- Wiltshire & Swindon Sports (WASP)
- The National Lottery Community Fund
- Friends and Forum
- Bradford on Avon and Melksham PCN
- Sarum West Locality PCN
- Hathaway Medical Practice
- Corsham Town Council
- Chippenham, Corsham, Box PCN
- Melksham Town Council
- Green Square Accord

Part 3 Financial Review

We are reporting an operating deficit of £ (134,162) (2022: deficit £ (109,202)). The deficit was a continuation initially of a higher operating cost structure, along slightly less than expected grant revenue. By the final quarter of the fiscal year, the financial performance had shown significant improvement versus prior quarters, leading to an expectation of better financial performance in fiscal year 2023/24.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future plans of the organisation to maintain the accounts as they stood. Reviewing of the investments is a constant process but it is acknowledged by the board that with interest rates as low as they are, there is currently little chance of improving our return.

The financial position of the charity remains robust, with unrestricted reserves of £478,567. The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people.

The defined benefit pension scheme was in surplus at the year-end due to changes in actuarial valuations. The £17,000 net asset is not recognised in the balance sheet as the charity is not entitled to any surplus on the wind up of the scheme.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including commissioned services and grant funding from trusts, foundations, and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to reductions in funding to local authorities. We have therefore made a positive change in our strategy to increase our commercial activity and income. To mitigate this risk, we are:

- Increasing the paid for services
- Expanding and developing commercial opportunities including the addition of a retail portfolio in fiscal year 2024.
- Taking the opportunity to apply for new grant funding as it becomes available.
- Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves.
- Engaging with funders and contractual partners on a regular basis.
- Collaborating with other charitable organisations to make best use of resources and intellectual property; and
- Developing new ways of working to ensure Age UK Wiltshire remains relevant in an ever-changing environment.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed during the year and the level decided upon is maintained to enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. The advisable funding to cover the plans to mitigate an unexpected cut in funding,
2. Specific funding for the development of new or expanded services, and
3. Specific reserves for identified long term liabilities.

For the 2022/2023 fiscal year the trustees have assessed the reserves needed, based upon the above criteria, as 3 to 6 months expenditure.

The total value of funds held at the balance sheet date was £552,893 (2022: £687,055). The value of restricted funds was £74,326 (2022: £63,176) Designated funds of £140,000 (2022: £140,000) are held to support specific future projects. The charity also holds £10,121 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £328,446 (2022: £468,409).

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. Several services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services. We are looking to expand our commercial operations to raise enough income to sustain the charity going forward.

Part 4 – STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between three and seven other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected, a trustee may serve for a period of three years and be eligible for re-election.

Induction and Training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary. External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3).

Organisation Structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters, and governance. In addition, it considers and if in agreement, ratifies recommendations made by subcommittees and any relevant working groups. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority was formally reviewed and updated in May 2022, and is due to be formally reviewed prior to May 2024.

Pay Policy for Senior Staff

The senior management team comprises the trustees and key management personnel of the charity in charge of directing and controlling, running, and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A formal quarterly review of the register of principal risks and uncertainties that the charity faces.
- The establishment of policies, systems, and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers.

Fund-Raising Standards Information

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations. We rely on raising income from grant application, contracts, voluntary donations, and legacies

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

Related Parties and Co-Operation with Other Organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.

Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity except for specific project funding, and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional, and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity, and well-being.

Finally, and Most Importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire and Swindon by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. We are also extremely grateful to our donors and funders for their support. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Sumer Audit, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 5th January 2024 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Richard Purchase', with a horizontal line underneath.

Richard Purchase

Chair of Trustees

Report of the Independent Auditors to the Members of

Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company'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; and
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Report of the Independent Auditors to the Members of

Age UK Wiltshire

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Report of the Independent Auditors to the Members of

Age UK Wiltshire

Our 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 a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

Report of the Independent Auditors to the Members of

Age UK Wiltshire

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare DChA FCA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Date: 11 January 2024

Age UK Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	40,142	-	322,116	362,258	194,531
Charitable activities	6					
Provision of services		699,441	-	31,077	730,518	853,103
Other trading activities	4	20,632	-	-	20,632	10,165
Investment income	5	<u>2,016</u>	<u>-</u>	<u>-</u>	<u>2,016</u>	<u>21</u>
Total		<u>762,231</u>	<u>-</u>	<u>353,193</u>	<u>1,115,424</u>	<u>1,057,820</u>
EXPENDITURE ON						
Raising funds	7	33,379	-	-	33,379	32,278
Charitable activities	8					
Provision of services		<u>865,164</u>	<u>-</u>	<u>342,043</u>	<u>1,207,207</u>	<u>1,128,744</u>
Total		<u>898,543</u>	<u>-</u>	<u>342,043</u>	<u>1,240,586</u>	<u>1,161,022</u>
NET INCOME/(EXPENDITURE)		(136,312)	-	11,150	(125,162)	(103,202)
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(9,000)</u>	<u>-</u>	<u>-</u>	<u>(9,000)</u>	<u>(6,000)</u>
Net movement in funds		(145,312)	-	11,150	(134,162)	(109,202)
RECONCILIATION OF FUNDS						
Total funds brought forward		<u>483,879</u>	<u>140,000</u>	<u>63,176</u>	<u>687,055</u>	<u>796,257</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>338,567</u></u>	<u><u>140,000</u></u>	<u><u>74,326</u></u>	<u><u>552,893</u></u>	<u><u>687,055</u></u>

The notes form part of these financial statements

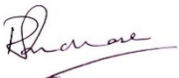
Age UK Wiltshire (Registered number: 02121174)

Balance Sheet
31 March 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	17	10,121	15,470
Investments	18	<u>1</u>	<u>1</u>
		10,122	15,471
CURRENT ASSETS			
Stocks	19	2,919	2,919
Debtors: amounts falling due within one year	20	212,451	78,443
Debtors: amounts falling due after more than one year	20	-	5,000
Cash at bank and in hand		<u>508,076</u>	<u>655,955</u>
		723,446	742,317
CREDITORS			
Amounts falling due within one year	21	(180,675)	(70,733)
		<u>542,771</u>	<u>671,584</u>
NET CURRENT ASSETS			
		<u>542,771</u>	<u>671,584</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		552,893	687,055
		<u>552,893</u>	<u>687,055</u>
NET ASSETS			
		<u>552,893</u>	<u>687,055</u>
FUNDS	24		
Unrestricted funds		478,567	623,879
Restricted funds		<u>74,326</u>	<u>63,176</u>
TOTAL FUNDS		<u>552,893</u>	<u>687,055</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 10 January 2024 and were signed on its behalf by:



.....
R Purchase - Trustee

The notes form part of these financial statements

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(144,101)</u>	<u>(110,114)</u>
Net cash used in operating activities		<u>(144,101)</u>	<u>(110,114)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(5,794)	(9,346)
Interest received		<u>2,016</u>	<u>21</u>
Net cash used in investing activities		<u>(3,778)</u>	<u>(9,325)</u>
Change in cash and cash equivalents in the reporting period			
		(147,879)	(119,439)
Cash and cash equivalents at the beginning of the reporting period			
		<u>655,955</u>	<u>775,394</u>
Cash and cash equivalents at the end of the reporting period			
		<u>508,076</u>	<u>655,955</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

1. **RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023 £	2022 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(125,162)	(103,202)
Adjustments for:		
Depreciation charges	11,143	12,677
Interest received	(2,016)	(21)
Increase in stocks	-	(263)
Increase in debtors	(129,008)	(6,723)
Increase/(decrease) in creditors	109,942	(3,582)
Difference between pension charge and cash contributions	<u>(9,000)</u>	<u>(9,000)</u>
Net cash used in operations	<u>(144,101)</u>	<u>(110,114)</u>

2. **ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	<u>655,955</u>	<u>(147,879)</u>	<u>508,076</u>
	<u>655,955</u>	<u>(147,879)</u>	<u>508,076</u>
Total	<u>655,955</u>	<u>(147,879)</u>	<u>508,076</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2023

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

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

The charity has net assets of £552,893 at the year end. The charity has a cash balance of £508,076. There was a net decrease in funds for the year of £134,162. Although the charity made a deficit of £145,312 on unrestricted funds, the balance sheet remains strong. On this basis, the trustees consider it appropriate to prepare the financial statements on the going concern basis. This assumes that the charity will continue in operational existence for the foreseeable future. In making this assessment the trustees have reviewed the balance sheet, the likely future cash flows of the charity and have considered the funds available at this point in time.

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

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.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note on Employee Benefit Obligations, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2022 has been used by the actuary in valuing the pensions liability at 31 March 2023. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Critical areas of judgement

None

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

2. ACCOUNTING POLICIES - continued

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.

For legacies, entitlement is taken as the earlier of the date on which either: 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 Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is 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.

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

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis and fixtures and fittings written off over four years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Taxation

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

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2023

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income 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 by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

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

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations and grants	358,864	155,586
Legacies	<u>3,394</u>	<u>38,945</u>
	<u>362,258</u>	<u>194,531</u>

4. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Hall hire	<u>20,632</u>	<u>10,165</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

5. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>2,016</u>	<u>21</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
	£	£
Grants	31,077	56,674
Income from charged for services to beneficiaries of the charity	26,122	17,421
Living Well service	133,646	120,986
Home from Hospital service	110,722	282,057
Community meals	<u>428,951</u>	<u>375,965</u>
	<u>730,518</u>	<u>853,103</u>

Activity				2023	2022
	Grants	Fees	Contract	£ Total	£ Total
Core services	-	-	-	-	96
Information & Advice	31,077	-	-	31,077	56,674
Fitness & Friendship	-	16,432	-	16,432	7,972
Living Well	-	-	133,646	133,646	120,986
Gardening	-	9,690	-	9,690	9,353
Home from Hospital	-	-	110,722	110,722	282,057
Community meals	<u>-</u>	<u>428,951</u>	<u>-</u>	<u>428,951</u>	<u>375,966</u>
Total	<u>31,077</u>	<u>455,073</u>	<u>244,368</u>	<u>730,518</u>	<u>853,103</u>

7. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Support costs	<u>33,379</u>	<u>32,278</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9)	Grant funding of activities (see note 10)	Support costs (see note 11)	Totals
	£	£	£	£
Provision of services	<u>818,293</u>	<u>75,300</u>	<u>313,614</u>	<u>1,207,207</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs

				2023 £	2022 £
Activity	Direct staff costs	Other direct costs	Support costs	Total	Total
Information & Advice	88,642	3,999	34,380	127,021	117,225
Fitness & Friendship	28,640	15,258	19,658	63,556	44,948
Living Well	109,182	4,637	44,435	158,254	127,697
Gardening	7,406	7,406	3,360	18,172	11,517
Home from Hospital	50,561	11,759	24,267	86,587	252,555
Community meals	237,383	227,753	150,564	615,700	503,208
Wellbeing	24,464	338	10,159	34,961	27,538
Travel friends	267	598	26,791	27,656	-
Other	-	-	-	-	20,478
Total	546,545	271,748	313,614	1,131,907	1,105,166
Grants payable (note 10)	-	75,300	-	75,300	23,578
Total	546,545	347,048	313,614	1,207,207	1,128,744

Basis of allocation of support costs: Percentage of staff time

10. GRANTS PAYABLE

	2023 £	2022 £
Provision of services	<u>75,300</u>	<u>23,578</u>

The total grants paid to individuals during the year was as follows:

	2023 £	2022 £
Grants to individuals	<u>75,300</u>	<u>23,578</u>

11. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	33,379	-	33,379
Provision of services	<u>303,429</u>	<u>10,185</u>	<u>313,614</u>
	<u>336,808</u>	<u>10,185</u>	<u>346,993</u>

Analysis of support costs

	2023 £	2022 £
Staff costs	206,817	173,550
Premises	16,758	15,558
Office costs and sundries	102,090	82,057
Depreciation	11,143	12,677
Governance costs	<u>10,185</u>	<u>9,597</u>
	<u>346,993</u>	<u>293,439</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Auditors' remuneration	10,185	9,597
Depreciation - owned assets	11,143	12,677
Operating leases - land and buildings	16,260	15,480
Operating leases - other	<u>40,027</u>	<u>28,469</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

One trustee claimed travel expenses totalling £62 (2022: none)

14. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	653,654	658,951
Social security costs	37,435	36,269
Other pension costs	<u>62,273</u>	<u>57,431</u>
	<u>753,362</u>	<u>752,651</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Direct charitable	23	20
Management and administration	<u>5</u>	<u>5</u>
	<u>28</u>	<u>25</u>

No employees received emoluments in excess of £60,000.

The average full-time equivalent staff numbers are 21. The charity also has a number of casual employees. The average number employed were 23 for the FTE was 8.

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £136,802 (2022: £142,222).

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	75,435	-	119,096	194,531
Charitable activities				
Provision of services	796,429	-	56,674	853,103
Other trading activities	10,165	-	-	10,165
Investment income	<u>21</u>	<u>-</u>	<u>-</u>	<u>21</u>
Total	<u>882,050</u>	<u>-</u>	<u>175,770</u>	<u>1,057,820</u>

EXPENDITURE ON

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds £
Raising funds	32,278	-	-	32,278
Charitable activities				
Provision of services	<u>891,241</u>	<u>-</u>	<u>237,503</u>	<u>1,128,744</u>
Total	<u>923,519</u>	<u>-</u>	<u>237,503</u>	<u>1,161,022</u>
NET INCOME/(EXPENDITURE)	(41,469)	-	(61,733)	(103,202)
Other recognised gains/(losses)				
Actuarial gains/(losses) on defined benefit schemes	<u>(6,000)</u>	<u>-</u>	<u>-</u>	<u>(6,000)</u>
Net movement in funds	(47,469)	-	(61,733)	(109,202)
RECONCILIATION OF FUNDS				
Total funds brought forward	<u>531,348</u>	<u>140,000</u>	<u>124,909</u>	<u>796,257</u>
TOTAL FUNDS CARRIED FORWARD	<u>483,879</u>	<u>140,000</u>	<u>63,176</u>	<u>687,055</u>

16. GOVERNMENT GRANT INCOME

	2023 £	2022 £
Wiltshire Council	25,000	15,000

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

17. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022	20,212	22,872	43,084
Additions	<u>-</u>	<u>5,794</u>	<u>5,794</u>
At 31 March 2023	<u>20,212</u>	<u>28,666</u>	<u>48,878</u>
DEPRECIATION			
At 1 April 2022	12,016	15,598	27,614
Charge for year	<u>5,053</u>	<u>6,090</u>	<u>11,143</u>
At 31 March 2023	<u>17,069</u>	<u>21,688</u>	<u>38,757</u>
NET BOOK VALUE			
At 31 March 2023	<u>3,143</u>	<u>6,978</u>	<u>10,121</u>
At 31 March 2022	<u>8,196</u>	<u>7,274</u>	<u>15,470</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

18. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2022 and 31 March 2023	1
NET BOOK VALUE	
At 31 March 2023	<u>1</u>
At 31 March 2022	<u>1</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

	%
Class of share:	holding
Ordinary	100

19. STOCKS

	2023	2022
	£	£
Stocks	<u>2,919</u>	<u>2,919</u>

20. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	167,045	44,249
Prepayments and accrued income	<u>45,406</u>	<u>34,194</u>
	<u>212,451</u>	<u>78,443</u>

DEBTORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Accrued income	<u>-</u>	<u>5,000</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	18,787	28,878
Social security and other taxes	11,637	10,112
Other creditors	2,144	722
Deferred income	120,124	-
Accrued expenses	<u>27,983</u>	<u>31,021</u>
	<u>180,675</u>	<u>70,733</u>

Deferred income of £120,124 relates to income received in advance for 23/24.

22. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	28,249	15,548
Between one and five years	<u>36,890</u>	<u>1,722</u>
	<u>65,139</u>	<u>17,270</u>

23. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Designated funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£	£
Fixed assets	10,121	-	-	10,121	15,470
Investments	1	-	-	1	1
Current assets	509,120	140,000	74,326	723,446	742,317
Current liabilities	<u>(180,675)</u>	<u>-</u>	<u>-</u>	<u>(180,675)</u>	<u>(70,733)</u>
	<u>338,567</u>	<u>140,000</u>	<u>74,326</u>	<u>552,893</u>	<u>687,055</u>

24. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	483,879	(145,312)	338,567
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	-	25,000
Business Development	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	623,879	(145,312)	478,567
Restricted funds			
Legacies & Special Purposes	35,926	-	35,926
Home from Hospital	-	28,900	28,900
Well Being	5,000	(5,000)	-
Wiltshire Community Foundation - Surviving Winter	15,000	(15,000)	-
Fitness and Friendship	-	9,500	9,500
Wessex water	2,250	(2,250)	-
Information and advice	<u>5,000</u>	<u>(5,000)</u>	<u>-</u>
	<u>63,176</u>	<u>11,150</u>	<u>74,326</u>
TOTAL FUNDS	<u>687,055</u>	<u>(134,162)</u>	<u>552,893</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

24. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	762,231	(907,543)	-	(145,312)
Age Concern Defined Benefit Pension Fund	-	9,000	(9,000)	-
	762,231	(898,543)	(9,000)	(145,312)
Restricted funds				
Home from Hospital	44,350	(15,450)	-	28,900
Well Being	-	(5,000)	-	(5,000)
Building resilience	31,688	(31,688)	-	-
Later Life Goals	13,992	(13,992)	-	-
Wiltshire Community Foundation - Surviving Winter	97,052	(112,052)	-	(15,000)
Wiltshire Council household support grant	25,000	(25,000)	-	-
Fitness and Friendship	40,059	(30,559)	-	9,500
Wessex water	5,000	(7,250)	-	(2,250)
Information and advice	11,815	(16,815)	-	(5,000)
Community meals	1,835	(1,835)	-	-
Travel friends	40,326	(40,326)	-	-
Wiltshire Celebrate Jubilee	9,916	(9,916)	-	-
Warm homes	32,160	(32,160)	-	-
	353,193	(342,043)	-	11,150
TOTAL FUNDS	<u>1,115,424</u>	<u>(1,240,586)</u>	<u>(9,000)</u>	<u>(134,162)</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

24. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	534,348	(50,469)	483,879
Age Concern Defined Benefit Pension Fund	(3,000)	3,000	-
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	-	25,000
Business Development	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	671,348	(47,469)	623,879
Restricted funds			
Legacies & Special Purposes	35,926	-	35,926
Activities - Development Projects	248	(248)	-
Salisbury Health Activities	1,700	(1,700)	-
Well Being	-	5,000	5,000
Chippenham Borough Lands	3,254	(3,254)	-
National Lottery Community Fund	37,304	(37,304)	-
WASP - GOGA project	25,913	(25,913)	-
Wiltshire Community Foundation - Surviving Winter	15,564	(564)	15,000
Retain Healthcare (Click & Connect)	5,000	(5,000)	-
Wessex water	-	2,250	2,250
Information and advice	<u>-</u>	<u>5,000</u>	<u>5,000</u>
	<u>124,909</u>	<u>(61,733)</u>	<u>63,176</u>
TOTAL FUNDS	<u>796,257</u>	<u>(109,202)</u>	<u>687,055</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

24. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	882,050	(932,519)	-	(50,469)
Age Concern Defined Benefit Pension Fund	-	9,000	(6,000)	3,000
	882,050	(923,519)	(6,000)	(47,469)
Restricted funds				
Activities - Development Projects	-	(248)	-	(248)
Salisbury Health Activities	-	(1,700)	-	(1,700)
Well Being	10,250	(5,250)	-	5,000
Chippenham Borough Lands	-	(3,254)	-	(3,254)
EoN	32,674	(32,674)	-	-
Building resilience	29,250	(29,250)	-	-
Later Life Goals	24,000	(24,000)	-	-
National Lottery Community Fund	-	(37,304)	-	(37,304)
WASP - tackling inequality	5,926	(5,926)	-	-
WASP - GOGA project	5,063	(30,976)	-	(25,913)
Wiltshire Community Foundation - Surviving Winter	36,125	(36,689)	-	(564)
Retain Healthcare (Click & Connect)	-	(5,000)	-	(5,000)
Wiltshire Council household support grant	7,882	(7,882)	-	-
Fitness and Friendship	11,100	(11,100)	-	-
Wessex water	3,000	(750)	-	2,250
Information and advice	10,250	(5,250)	-	5,000
Chippenham Fitness and Friendship club	250	(250)	-	-
	175,770	(237,503)	-	(61,733)
TOTAL FUNDS	1,057,820	(1,161,022)	(6,000)	(109,202)

Information on material funds:

Legacies & Special Purposes - This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Living Well Services – this funding is to provide support to patients in PCN's (GP surgeries). This was across 18 GP surgeries.

Activities - Development Projects: Grants received to support development and expansion of the Fitness and Friendship clubs and to purchase new equipment. Received from Town Councils and Sport England via WASP.
Well Being: Service - offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous, Town Councils and foundation trusts.

Age UK National

The follow projects were supported via funds secured via Age UK nationally:

Building resilience - funding to help improve the wellbeing of older people.

Later life goals - funding to provide one to one advice and support to old people, specifically targeting those experiencing a significant life event.

EON - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

Cost Of Living – funding to help support the organisation to be able to help older people with the recent increases in cost of living.

The Big Knit – a fund raising project linked to knitted bottle cap covers for Innocent drinks.

Travel friends - funding to pair clients up with their own Travel Friend who can accompany clients on any type of journey - whether it's by foot, public transport, community transport or taxi - and will help clients build the confidence to travel independently.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

24. MOVEMENT IN FUNDS - continued

Wiltshire Community Foundation

The following funds were awarded via Wiltshire Community Foundation:

Surviving winter grant - to provide winter fuel grants to older people in receipt of means tested benefits.

Arts Council funding to support an arts project around the Jubilee.

Funding from Wessex Water to support advice on pension credit.

Wiltshire Council

The following funds were secured from Wiltshire Council:

Household support grant, funding to provide grants to households to help support people get a Welfare check and hot meal.

Discharge from hospital funding to provide a welfare check, and a hot meal for older people recently discharged from hospital.

25. EMPLOYEE BENEFIT OBLIGATIONS

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

A full actuarial valuation of the Scheme as at 31 March 2022 is in progress and the initial results of this valuation have been updated to 31 March 2023 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2024 are £11k. These contributions include an allowance for administration expenses and PPF levies. The initial results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

25. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in the Balance Sheet are as follows:

	Defined benefit pension plans	
	2023	2022
	£	£
Present value of funded obligations	(269,000)	(334,000)
Fair value of plan assets	<u>286,000</u>	<u>357,000</u>
	17,000	23,000
Present value of unfunded obligations	-	-
Asset not recognised	<u>(17,000)</u>	<u>(23,000)</u>
Deficit	-	-
Net liability	<u>-</u>	<u>-</u>

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2023	2022
	£	£
Current service cost	-	-
Past service cost	-	-
Administration expenses	<u>2,000</u>	<u>2,000</u>
	<u>2,000</u>	<u>2,000</u>
Actual return on plan assets	<u>(65,000)</u>	<u>14,000</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2023	2022
	£	£
Opening defined benefit obligation	334,000	348,000
Interest cost	9,000	7,000
Actuarial losses/(gains)	(59,000)	(10,000)
Benefits paid	<u>(15,000)</u>	<u>(11,000)</u>
	<u>269,000</u>	<u>334,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2023	2022
	£	£
Opening fair value of scheme assets	357,000	345,000
Contributions by employer	11,000	11,000
Interest income	9,000	7,000
Actuarial gains/(losses)	(74,000)	7,000
Benefits paid	(15,000)	(11,000)
Administration costs incurred	<u>(2,000)</u>	<u>(2,000)</u>
	<u>286,000</u>	<u>357,000</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

25. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2023	2022
	£	£
Actuarial gains/(losses)	-	17,000
Change in effect of the asset ceiling	<u>6,000</u>	<u>(23,000)</u>
	<u>6,000</u>	<u>(6,000)</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2023	2022
Equities	9.10%	16.70%
Diversified growth fund	4.80%	12.60%
Infrastructure	13.00%	9.50%
Matching assets-bonds & gilts	70.20%	59.90%
Cash	<u>2.90%</u>	<u>1.30%</u>
	<u>100.00%</u>	<u>100.00%</u>

The £17,000 net asset is not recognised in the balance sheet. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2023	2022
Discount rate	4.85%	2.80%
CPI inflation	2.45%	2.80%
Future pension increases (RPI 3-5)	3.70%	3.60%
Future pension increases (RPI 2.5)	2.10%	2.50%
RPI inflation	3.25%	3.60%

Mortality	2023	2022
Life expectancy for male currently aged 65	21.8 years (age 86.8)	22.1 years (age 87.1)
Life expectancy for female currently aged 65	23.8 years (age 89.5)	24.5 years (age 89.5)
Life expectancy for male currently aged 45	23.1 years (age 88.1)	23.1 years (age 88.1)
Life expectancy for female currently aged 45	25.2 years (age 90.2)	25.6 years (age 90.6)

Allowance has been made for members to exchange 70% of the maximum cash allowance available upon retirement.

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £62,273 (2022, £57,431). At 31 March 2023 £334 (2022: £387) of contributions were payable.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

26. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

There were no related party transactions for the year ended 31 March 2023.

27. POST BALANCE SHEET EVENTS

On April 1st, 2023, Age UK Wessex (Southampton), and Age UK Wiltshire executed an agreement for Age UK Wiltshire to assume management control of their operations. These operations have now been fully integrated into Age UK Wiltshire. The staff transferred under TUPE. The integration including transferring all remaining assets from Age UK Wessex will be completed prior to fiscal year end 2024.

During the 2nd half of 2023, Age UK Wiltshire began investing significant effort and monies into creating an additional revenue source for the charity from the opening of retail shop / hubs in and around Wiltshire. Currently it is expected that 3 shops / hubs will be operational by March 2024, located in towns like Marlborough, Salisbury, and Bradford on Avon, with more planned for the remainder of 2024.

AGE UK WILTSHIRE

England & Wales - Charity number 800912

Accounts

REGISTERED COMPANY NUMBER: 2121174
(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2022
for
Age UK Wiltshire

Age UK Wiltshire
Annual Review and Accounts 2021-22

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Financial Statements

Part 1 - Legal and Administrative Information

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

The Wool Shed
New Park Street
Devizes
SN10 1DY

Other locations:

St. Michael's Community Centre
96 St Michael's Road
Salisbury
SP2 9LE

Toothill Community Centre
Dunwich Drive
Toothill
Swindon
SN5 8DH

Company Secretary

Sarah Cardy

Trustees and Directors

Pauline Oliver	Chair	Resigned	01/09/22
Kevin Fairman		Resigned	13/05/22
Melissa Hillier			
David King			
Stewart Ruston			
Emma Taylor		Resigned	01/09/22
Keith Johnson		Appointed	15/11/21
Richard Purchase	Chair	Appointed	26/05/22
Warren Finney		Appointed	26/05/22

Auditors

Monahans
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Solicitors

Wansbroughs
Northgate Street
Devizes
Wiltshire
SN10 1JX

Bankers

Lloyds Bank plc
38 Market Place
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Sarah Cardy	Chief Executive Officer	Appointed 14/06/2021
John Truss	Programmes Manager	
Pippa Webster	Area Manager South	retired 30/06/22
Kate Brooks	Operations Manager-Deputy CEO	Appointed 4/07/22
Matthew Morrison-Clarke	Director of Paid for Services*	post redundant 29/08/21
Amanda Whipp	Finance Manager*	post redundant 1/10/21

Part 2 About our Charity

Our Charitable Objectives

Age UK Wiltshire (AUKW) is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health, and social care. Our services are provided by a small team of paid employees and a team of around 100 volunteers.

We know there are many circumstances which reduce older peoples' sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is perhaps best explained by the fact that across the UK within the next two decades the total number of people aged 65 and over is estimated to grow by 48.9 per cent, which amounts to around 4.75 million people. Indeed, in keeping with current trends, the fastest growing group will be those aged 85 and over with the numbers projected to increase by 113.9 per cent, from nearly 1.3 million people to just under 2.8 million by 2035/36. (Source: Office for National Statistics).

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives, we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to "To make Wiltshire and Swindon places where everyone can love later life".

Our Values

Our four values are:

Person centred -holistic, caring, we see 'people', compassionate, supportive

Trusted – professional, reliable, knowledgeable, diligent, honest, quality service

Empowering – enabling, independence, ownership, nurturing

Ambitious – for our staff, clients and the organisation.

The board of trustees recognises their duty to act in the charity's best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity.

To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief Executive Officer will subscribe to and uphold the seven Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Equality, Diversity, and Inclusion

Equality, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, aim to remove barriers and to support everyone to overcome and enable their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment on the grounds of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are committed to tackling the inequalities and exclusion and promoting equality and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Our Strategy

Our strategic plan builds on the achievements and successes of the charity in recent years and presents our plan for change, that will guide our organisation and people forward:

- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come. This will require a more commercial approach to our funding model, with more services being offered at a cost to the client.
- an outcomes-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.
- become the recognized voice of older people, using our trusted brand and expertise to focus on services and provision that will ensure older people in Wiltshire can love later life.

Our key social outcomes

We are targeting five key social outcomes, which encapsulate our vision:

- Improved wellbeing – mental, emotional and physical wellbeing.
- Increased participation in community – being active, socialising, able to maintain and develop life interests and skills - feeling connected.
- Reduced feeling of loneliness and social isolation through social support.
- More older people able to remain living independently for longer and safer home.

- Greater resilience – supporting and creating choice and control, increasing ability to deal with later life.

Services Highlights

Accredited Information & Advice (I&A) Service

Age UK Wiltshire provides an Information & Advice (I&A) service to people aged 65+ living in Wiltshire and Swindon and to their carers and relatives. The team of paid staff and volunteers respond to a broad range of enquiries including benefit entitlement, applications and resolving disputes, housing, health and social care, legal affairs, general money advice, consumer issues, local services and activities, struggles with daily living and everything in between.

The Information & Advice team supported over 4000 clients engaging in 10,712 contacts either with the client or on behalf of them and helped realise over £2 million pounds in previously unclaimed benefits – a huge amount which will make such a difference.

The Information and Advice service is the front door to the public and underpins the holistic approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with our other services including Wellbeing, Community Meals, Fitness & Friendship and the Living Well services, as well as external organisations.

Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers.

We are grateful to the support of funding from:

EON to help people with Benefit advice with the aim of maximising the income of our clients, and also to encourage uptake of Warm Home Discount to avoid the risk of fuel poverty.

Wiltshire Community Foundation to offer one-off grants to older people that are on a very low income and at risk of fuel poverty and/or struggling to keep their home warm during winter, through the Surviving Winter programme.

Age UK national, Building Resilience funding and the Masonic Charitable Foundation fund - Later Life Goals funding, enables us to provide holistic advice and support to older people experiencing a significant life event such as illness, bereavement, need of care or moving house

Wessex Water, to promote uptake of the Wessex Water Pension Credit discount scheme whilst completing income maximisation work with our clients.

Wellbeing and Befriending Service

Access to the Wellbeing service starts with a 'Guided Conversation' to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. It also helps the client focus on what they would like to achieve with our support. We will provide a regular telephone call to from one of our befrienders. They will have a general chat but they will work with someone on individual goals. The befriender will also help the older person access

other services such as Fitness and Friendship clubs, Information and Advice, or a face to face home visit.

During the year we supported 222 people.

Living Well Service – Partnerships with GP practices

We had four contracts that covering 16 Chippenham, Corsham, Box, Bradford on Avon, and Sarum West. In each location an Age UK Wiltshire employee is an integrated part of the surgeries multi-disciplinary teams. Due to the successful partnership and outcomes in Chippenham we were asked to expand our services to Corsham and Box, to all patients in the Chippenham, Corsham and Box PCN.

Patients with non-clinical needs are allocated to the Age UK Project Worker to arrange a home visit to complete a 'Guided Conversation.' This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well project workers provide a wrap-around service working with the patient themselves, whilst drawing on the expertise of other services or work with other third-party organisations such as Carers Support Wiltshire, Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe to name just a few.

The themes of support most commonly provided include:

- Finding help at home or personal care
- Access transport schemes and blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

Fitness and Friendship Clubs

The Age UK Wiltshire Fitness and Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increased risk of falls, obesity, heart disease, and a decline in mental wellbeing. These clubs have been a great benefit to people as they return to socializing after the Covid lockdowns. The main focus for the year was re-establish the clubs that were closed during lockdown. We reopened 13 clubs across Wiltshire and Swindon. We have plans for a further 2 to open next year.

Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even where there is no hospital admission or minor injury. The format of the club is through a combination of low impact exercise with an emphasis on friendship and having fun.

Funding from the **Wiltshire & Swindon Sports Partnership (WASP)** has enabled the clubs to develop and additional funding through their Get Out Get Active project to open three additional clubs in south Wiltshire will help to address the pressing need for older people to remain active and healthy.

Home from Hospital

Age UK Wiltshire received funding from Wiltshire Council to deliver a Home from Hospital (HfH) Service for Wiltshire residents, receiving referrals from Salisbury District Hospital (SDH), Royal United Hospital (RUH) in Bath, and Great Western Hospital (GWH) in Swindon and three community hospitals in Chippenham, Warminster, and Marlborough.

The Home from Hospital Service provided short term support to Wiltshire residents, predominantly aged 60 plus for up to 6 weeks following a stay in hospital. The services include a mixture of both practical and emotional support that together enable older people to transition back home and regain their confidence and independence, reducing the likelihood of people becoming socially isolated or lonely and being readmitted to hospital.

Services are aimed almost exclusively at individuals who are not otherwise eligible for a social care service or for NHS rehabilitation. Examples of the types of support given are:

- Falls Prevention – practical support and information regarding falls prevention: and to access exercise classes and personal alarm systems.
- Practical help with domestic activities.
- Income maximisation – information on benefits entitlements.
- Social networks – information and/or support to attend a variety of social activities of the patient's choice.
- Maximising independence – help to find ongoing domestic help, a meal provider, access to community transport, handyperson services, housing options and shopping.
- Wellbeing – giving information/support to access services that could resolve an anxiety or practical problem such as gardening, safety and security, personal care.

The Home from Hospital service has received 709 referrals

The Age UK Wiltshire Home from Hospital contract ends at the end of June 2022. Age UK Wiltshire Board of Trustees spent a long time deliberating over the detail of the new contract but eventually made the very difficult decision to step away because the risk to the organisation was too great.

Community Meals

This service started delivering meals in March 2020. The aim of the service is:

- The provision of an individually selected hot meal at lunchtime, delivered to a client's door or additionally placed or plated in a location of choice within their home
- A carry out positive conversation with a client
- An informal welfare check with any concerns or issues addressed directly.

With this service still in its infancy, the impact of the Covid pandemic very quickly materialised highlighting the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon Community Meals. Whilst we initially hoped to expand our service gradually, we had to expand quickly reach out across the whole county of Wiltshire. This required an acceleration in the recruitment of drivers to the team, the acquisition of additional vehicles and equipment when compared to our original business plan. We stepped up to the challenge of ensuring our most vulnerable older residents received a hot nutritional meal. As post Covid restrictions were lifted we have been able to step back and review the service and establish a robust model.

We deliver a 7 day a week service across Swindon, Wiltshire, and. This service is valued by the customer and their families. Often we are the only visitor they have to the home. Community Meals works closely with the Home from Hospital service so that HfH can provide an essential 7 day service to those that need it, which creates valuable capacity for domiciliary care providers.

The service has continued to grow and we delivered 46,000 hot meals 16,000 more than last year, and most importantly maintained direct face to face contact with a large number of clients during a very difficult time.

Future Plans

With a growing 65+ population and a difficult financial climate the board recognise that our services are needed more than ever. Growth will come from expanding services and development of commercial activities. The growth of the meals service, exploring retail opportunities are key.

We are looking to develop hubs which might include a drop-in service, retail, a hot meal of a place to connect with others.

With the increasing cost of living, we plan to improve our offer with targeted information and advice and more accessible self-help materials. We continue to work with partner organisations to provide effective referrals.

We will develop services to help people stay more mobile and connected. Fitness and Friendship clubs will expand and develop activities for residents of sheltered housing schemes. These activities are aimed at helping prevent ill health both physical and mental health.

We plan to increase our home support services. Our research shows that there is a big demand for people to receive services to help them remain independent at home for longer. This might be handyperson services, shopping, gardening, befriending and travel support. We will pilot services in a small location to test and learn before launching a wider service.

We also welcome the opportunity to work with Primary Care Networks to help support social needs of patients to help improve their health.

Fundraising

Although the impact of Covid 19 restrictions meant that some of our fundraising activities were cancelled during the last year and applications suspended, we were successful in securing donations from a number of grant-makers to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire:

- Age UK
- Wiltshire Council

- Wiltshire Community Foundation
- Wiltshire & Swindon Sports (WASP)
- The National Lottery Community Fund
- Friends and Forum
- Bradford on Avon and Melksham PCN
- Sarum West Locality PCN
- Hathaway Medical Practice
- Chippenham, Corsham, Box PCN
- Melksham Town Council
- Green Square Accord

Part 3 Financial Review

We are reporting an operating deficit of £109,202 (2021: surplus £135,488). The deficit is due largely by two factors. Firstly income was obtained the previous financial year for services that were carried out in this financial year of around £76,000 and an agreement at the later part of the year to spend on development of services which will bring in income in future years.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future plans of the organisation to maintain the accounts as they stood. Reviewing of the investments is a constant process but it is acknowledged by the board that with interest rates as low as they are, there is currently little chance of improving our return.

The financial position of the charity remains robust, with unrestricted reserves of £623,879. This was helped by the generous legacies left to the charity amounting to £38,945 The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people.

The defined benefit pension scheme was in surplus at the year end due to high bond yields. The £23,000 net asset is not recognised in the balance sheet as the charity is not entitled to any surplus on the wind up of the scheme.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including commissioned services and grant funding from trusts, foundations, and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to reductions in funding to local authorities. We have therefore made a positive change in our strategy to increase our commercial activity and income. In order to mitigate this risk, we are:

- Increasing the paid for services
- Expanding and developing commercial opportunities
- Taking the opportunity to apply for grant funding as it becomes available.
- Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves.

- Engaging with funders and contractual partners on a regular basis.
- Collaborating with other charitable organisations to make best use of resources and intellectual property; and
- Developing new ways of working to ensure Age UK Wiltshire remains relevant in an ever-changing environment.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed during the year and the level decided upon is maintained to enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. The advisable funding to cover the plans to mitigate an unexpected cut in funding,
2. Specific funding for the development of new or expanded services, and
3. Specific reserves for identified long term liabilities.

For the 2021/2022 financial year the trustees have assessed the reserves needed, based upon the above criteria, as 3 to 6 months expenditure.

The total value of funds held at the balance sheet date was £687,055 (2021: £796,257). The value of restricted funds was £63,176 (2021: £124,909) Designated funds of £140,000 (2021: £140,000) are held to support specific future projects. The charity also holds £15,470 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £468,409 (2021: £515,547).

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. A number of services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services. We are looking to expand our commercial operations in order to raise enough income to sustain the charity going forward.

Part 4 – STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between three and seven other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected, a trustee may serve for a period of three years and be eligible for re-election.

Induction and training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary.

External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3).

Organisation structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters, and governance. In addition, it considers and if in agreement, ratifies recommendations made by subcommittees and any relevant working groups. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority was formally reviewed and updated in May 2022.

Pay policy for senior staff

The senior management team comprises the trustees and key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A quarterly review of the register of principal risks and uncertainties that the charity faces.
- The establishment of policies, systems and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers.

Fund-raising standards information

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations. We mainly rely on raising income from grant application, contracts, voluntary donations and legacies

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.

Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity except for specific project funding and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional, and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity, and well-being.

Finally, and most importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire and Swindon by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. We are also extremely grateful to our donors and funders for their support. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are

also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

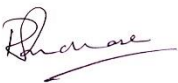
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Monahans, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on18th January 2023..... and signed on its behalf by:



Richard Purchase

Chair of Trustees

Report of the Independent Auditors to the Members of

Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Report of the Independent Auditors to the Members of

Age UK Wiltshire - continued

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of

Age UK Wiltshire - continued

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;

Report of the Independent Auditors to the Members of

Age UK Wiltshire – continued


- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


James Gare DChA FCA (Senior Statutory Auditor)
for and on behalf of Monahans
Statutory Auditors
Hermes House, Fire Fly Avenue
Swindon, Wiltshire
SN2 2GA

Date: 18 January 2023

Age UK Wiltshire
Statement of Financial Activities
for the Year Ended 31 March 2022

		Unrestricted Total		Designated	2022 Restricted	2021 Total
	Notes	funds £	funds £	funds £	funds £	funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	75,435	-	119,096	194,531	398,150
Charitable activities	6					
Provision of services		796,429	-	56,674	853,103	753,669
Other trading activities	4	10,165	-	-	10,165	1,080
Investment income	5	21	-	-	21	326
Total		<u>882,050</u>	<u>-</u>	<u>175,770</u>	<u>1,057,820</u>	<u>1,153,225</u>
EXPENDITURE ON						
Raising funds	7	32,278	-	-	32,278	37,280
Charitable activities	8					
Provision of services		<u>891,241</u>	<u>-</u>	<u>237,503</u>	<u>1,128,744</u>	<u>980,457</u>
Total		<u>923,519</u>	<u>-</u>	<u>237,503</u>	<u>1,161,022</u>	<u>1,017,737</u>
NET INCOME/(EXPENDITURE)		(41,469)	-	(61,733)	(103,202)	135,488
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(6,000)</u>	<u>-</u>	<u>-</u>	<u>(6,000)</u>	<u>(3,000)</u>
Net movement in funds		(47,469)	-	(61,733)	(109,202)	132,488
RECONCILIATION OF FUNDS						
Total funds brought forward		<u>531,348</u>	<u>140,000</u>	<u>124,909</u>	<u>796,257</u>	<u>663,769</u>
TOTAL FUNDS CARRIED FORWARD		<u>483,879</u>	<u>140,000</u>	<u>63,176</u>	<u>687,055</u>	<u>796,257</u>

The notes form part of these financial statements

Age UK Wiltshire (Registered number: 02121174)

Balance Sheet
31 March 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	17	15,470	18,801
Investments	18	<u>1</u>	<u>1</u>
		15,471	18,802
CURRENT ASSETS			
Stocks	19	2,919	2,656
Debtors: amounts falling due within one year	20	78,443	65,680
Debtors: amounts falling due after more than one year	20	5,000	11,040
Cash at bank and in hand		<u>655,955</u>	<u>775,394</u>
		742,317	854,770
CREDITORS			
Amounts falling due within one year	21	(70,733)	(74,315)
		<u> </u>	<u> </u>
NET CURRENT ASSETS		<u>671,584</u>	<u>780,455</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		687,055	799,257
PENSION LIABILITY	25	-	(3,000)
		<u> </u>	<u> </u>
NET ASSETS		<u>687,055</u>	<u>796,257</u>
FUNDS	24		
Unrestricted funds		623,879	671,348
Restricted funds		<u>63,176</u>	<u>124,909</u>
TOTAL FUNDS		<u>687,055</u>	<u>796,257</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on18.1.2023..... and were signed on its behalf by:



.....
R Purchase - Trustee

The notes form part of these financial statements

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2022

Notes	2022 £	2021 £
Cash flows from operating activities		
Cash generated from operations 1	(110,114)	176,485
Net cash (used in)/provided by operating activities	(110,114)	176,485
Cash flows from investing activities		
Purchase of tangible fixed assets	(9,346)	(15,700)
Interest received	<u>21</u>	<u>326</u>
Net cash used in investing activities	<u>(9,325)</u>	<u>(15,374)</u>
	—————	—————
Change in cash and cash equivalents in the reporting period	(119,439)	161,111
Cash and cash equivalents at the beginning of the reporting period	<u>775,394</u>	<u>614,283</u>
Cash and cash equivalents at the end of the reporting period	<u>655,955</u>	<u>775,394</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(103,202)	135,488
Adjustments for:		
Depreciation charges	12,677	9,562
Interest received	(21)	(326)
Increase in stocks	(263)	(1,177)
(Increase)/decrease in debtors	(6,723)	10,128
(Decrease)/increase in creditors	(3,582)	25,810
Difference between pension charge and cash contributions	<u>(9,000)</u>	<u>(3,000)</u>
Net cash (used in)/provided by operations	<u>(110,114)</u>	<u>176,485</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	<u>775,394</u>	<u>(119,439)</u>	<u>655,955</u>
	<u>775,394</u>	<u>(119,439)</u>	<u>655,955</u>
Total	<u>775,394</u>	<u>(119,439)</u>	<u>655,955</u>

The notes form part of these financial statements

Age UK Wiltshire
Notes to the Financial Statements
for the Year Ended 31 March 2022

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

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

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

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.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Age UK Wiltshire
Notes to the Financial Statements
for the Year Ended 31 March 2022

2. ACCOUNTING POLICIES - continued

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note on Employee Benefit Obligations, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2019 has been used by the actuary in valuing the pensions liability at 31 March 2022. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Critical areas of judgement

None

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.

For legacies, entitlement is taken as the earlier of the date on which either: 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 Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is 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.

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

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended. Income represents commissions receivable, excluding value added tax.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. ACCOUNTING POLICIES - continued

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis and fixtures and fittings written off over four years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Taxation

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

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income 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 by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

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

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations and grants	155,586	353,460
Legacies	<u>38,945</u>	<u>44,690</u>
	<u>194,531</u>	<u>398,150</u>

4. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Hall hire	<u>10,165</u>	<u>1,080</u>

5. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>21</u>	<u>326</u>

6. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Grants	Provision of services	56,674	53,006
Income from charged for services to beneficiaries of the charity	Provision of services	17,421	15,655
Living Well service	Provision of services	120,986	135,077
Home from Hospital service	Provision of services	282,057	335,233
Community meals	Provision of services	<u>375,965</u>	<u>214,698</u>
		<u>853,103</u>	<u>753,669</u>

			2022	2021
			£	£
	Grants	Fees	Contract	Total
Core services	-	96	-	96
Information & Advice	56,674	-	-	56,674
Fitness & Friendship	-	7,972	-	7,972
Living Well	-	-	120,986	120,986
Gardening	-	9,353	-	9,353
Home from Hospital	-	-	282,057	282,057
Community meals	-	375,966	-	375,966
	<u>56,674</u>	<u>393,386</u>	<u>403,043</u>	<u>853,103</u>
Total	<u>56,674</u>	<u>393,386</u>	<u>403,043</u>	<u>753,669</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

7. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Staff costs	-	5,633
Subscriptions	-	200
Support costs	<u>32,278</u>	<u>31,447</u>
	<u>32,278</u>	<u>37,280</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £	Grant funding of activities (see note 10) £	Support costs (see note 11) £	Totals £
Provision of services	<u>844,005</u>	<u>23,578</u>	<u>261,161</u>	<u>1,128,744</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs

Activity	Direct staff costs	Other direct costs	Support costs	2022	2021
				£	£
				Total	Total
Information & Advice	83,512	4,370	29,343	117,225	93,871
Fitness & Friendship	22,429	10,781	11,738	44,948	30,110
Living Well	93,459	1,961	32,277	127,697	151,423
Gardening	7,140	1,443	2,934	11,517	10,046
Home from Hospital	148,675	42,258	61,622	252,555	192,919
Community meals	197,079	200,489	105,640	503,208	410,415
Wellbeing	21,289	380	5,869	27,538	42,356
Toothill	1,315	2,513	-	3,828	8,578
Surviving Winter	4,511	401	11,738	16,650	3,965
Click & Connect	-	-	-	-	7,402
Total	579,409	264,596	261,161	1,105,166	951,085
Grants payable (note 10)	-	23,578	-	23,578	29,371
Total	579,409	288,174	261,161	1,128,744	980,456

Basis of allocation of support costs: Percentage of staff time

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

10. GRANTS PAYABLE

	2022	2021
	£	£
Provision of services	<u>23,578</u>	<u>29,371</u>

The total grants paid to institutions during the year was as follows:

	2022	2021
	£	£
AbilityNet partnership agreement	-	5,000
Wiltshire Sight	<u>-</u>	<u>5,000</u>
	<u>-</u>	<u>10,000</u>

The total grants paid to individuals during the year was as follows:

	2022	2021
	£	£
Grants to individuals	<u>23,578</u>	<u>19,371</u>

11. SUPPORT COSTS

	Management Totals	Governance costs	
	£	£	£
Raising donations and legacies	32,278	-	32,278
Provision of services	<u>251,564</u>	<u>9,597</u>	<u>261,161</u>
	<u>283,842</u>	<u>9,597</u>	<u>293,439</u>

Analysis of support costs

	2022	2021
	£	£
Staff costs	173,550	169,561
Premises	15,558	15,552
Office costs and sundries	82,057	63,012
Depreciation	12,677	9,562
Governance costs	<u>9,597</u>	<u>9,342</u>
	<u>293,439</u>	<u>267,029</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	9,597	9,342
Depreciation - owned assets	12,677	9,562
Operating leases - land and buildings	15,480	15,480
Operating leases - other	<u>28,469</u>	<u>23,268</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

14. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	658,951	601,738
Social security costs	36,269	34,193
Other pension costs	<u>57,431</u>	<u>51,221</u>
	<u>752,651</u>	<u>687,152</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Direct charitable	20	19
Fundraising and publicity	1	-
Management and administration	<u>4</u>	<u>4</u>
	<u>25</u>	<u>23</u>

No employees received emoluments in excess of £60,000.

The average full-time equivalent staff numbers are 15 (2021: 18).

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £142,222 (2021: £180,196).

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted	Total	Designated	Restricted
	funds	funds	funds	funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	131,579	-	266,571	398,150
Charitable activities				
Provision of services	711,825	-	41,844	753,669
Other trading activities	1,080	-	-	1,080
Investment income	326	-	-	326
Total	<u>844,810</u>	<u>-</u>	<u>308,415</u>	<u>1,153,225</u>
 EXPENDITURE ON				
Raising funds	37,280	-	-	37,280
Charitable activities				
Provision of services	<u>735,755</u>	<u>-</u>	<u>244,702</u>	<u>980,457</u>
Total	<u>773,035</u>	<u>-</u>	<u>244,702</u>	<u>1,017,737</u>
 NET INCOME				
	71,775	-	63,713	135,488
Transfers between funds	52,368	(39,929)	(12,439)	-
Other recognised gains/(losses)				
Actuarial gains/(losses) on defined benefit schemes	<u>(3,000)</u>	<u>-</u>	<u>-</u>	<u>(3,000)</u>
Net movement in funds	121,143	(39,929)	51,274	132,488
 RECONCILIATION OF FUNDS				
Total funds brought forward				
As previously reported	415,937	179,929	73,636	669,502
Prior year adjustment	<u>(5,733)</u>	<u>-</u>	<u>-</u>	<u>(5,733)</u>
As restated	<u>410,204</u>	<u>179,929</u>	<u>73,636</u>	<u>663,769</u>
 TOTAL FUNDS CARRIED FORWARD	 <u>531,347</u>	 <u>140,000</u>	 <u>124,910</u>	 <u>796,257</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

16. GOVERNMENT GRANT INCOME

	2022	2021
	£	£
National Lottery	-	76,798
HMRC Coronavirus Job Retention Scheme	-	11,162

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

17. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	20,212	13,526	33,738
Additions	<u>-</u>	<u>9,346</u>	<u>9,346</u>
At 31 March 2022	<u>20,212</u>	<u>22,872</u>	<u>43,084</u>
DEPRECIATION			
At 1 April 2021	6,963	7,974	14,937
Charge for year	<u>5,053</u>	<u>7,624</u>	<u>12,677</u>
At 31 March 2022	<u>12,016</u>	<u>15,598</u>	<u>27,614</u>
NET BOOK VALUE			
At 31 March 2022	<u>8,196</u>	<u>7,274</u>	<u>15,470</u>
At 31 March 2021	<u>13,249</u>	<u>5,552</u>	<u>18,801</u>

18. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2021 and 31 March 2022	<u>1</u>
NET BOOK VALUE	
At 31 March 2022	<u>1</u>
At 31 March 2021	<u>1</u>

There were no investment assets outside the UK.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

18. FIXED ASSET INVESTMENTS - continued

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

Class of share:	%
Ordinary	holding
	100

	2022	2021
	£	£
Profit for the year	-	210

19. STOCKS

	2022	2021
	£	£
Stocks	<u>2,919</u>	<u>2,656</u>

20. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	44,249	29,198
Prepayments and accrued income	<u>34,194</u>	<u>36,482</u>
	<u>78,443</u>	<u>65,680</u>

DEBTORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Accrued income	<u>5,000</u>	<u>11,040</u>

21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	28,878	14,973
Social security and other taxes	10,112	8,525
Other creditors	722	574
Accrued expenses	<u>31,021</u>	<u>50,243</u>
	<u>70,733</u>	<u>74,315</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

22. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	15,548	37,007
Between one and five years	<u>1,722</u>	<u>14,064</u>
	<u>17,270</u>	<u>51,071</u>

23. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted		Designated	2022	2021
	Total			Restricted	Total
	funds	funds	funds	funds	funds
	£	£	£	£	£
Fixed assets	15,470	-	-	15,470	18,801
Investments	1	-	-	1	1
Current assets	539,141	140,000	63,176	742,317	854,770
Current liabilities	(70,733)	-	-	(70,733)	(74,315)
Pension liability	-	-	-	-	<u>(3,000)</u>
	<u>483,879</u>	<u>140,000</u>	<u>63,176</u>	<u>687,055</u>	<u>796,257</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	534,348	(50,469)	483,879
Age Concern Defined Benefit Pension Fund	(3,000)	3,000	-
Dilapidations	40,000	-	40,000
IT equipment	25,000	-	25,000
Strategic Development	25,000	-	25,000
Business Development	<u>50,000</u>	<u>-</u>	<u>50,000</u>
	671,348	(47,469)	623,879
Restricted funds			
Legacies & Special Purposes	35,926	-	35,926
Activities - Development Projects	248	(248)	-
Salisbury Health Activities	1,700	(1,700)	-
Well Being	-	5,000	5,000
Chippenham Borough Lands	3,254	(3,254)	-
National Lottery Community Fund	37,304	(37,304)	-
WASP - GOGA project	25,913	(25,913)	-
Wiltshire Community Foundation - Surviving Winter	15,564	(564)	15,000
Retain Healthcare (Click & Connect)	5,000	(5,000)	-
Wessex water	-	2,250	2,250
Information and advice	<u>-</u>	<u>5,000</u>	<u>5,000</u>
	<u>124,909</u>	<u>(61,733)</u>	<u>63,176</u>
TOTAL FUNDS	<u>796,257</u>	<u>(109,202)</u>	<u>687,055</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	882,050	(932,519)	-	(50,469)
Age Concern Defined Benefit Pension Fund	-	9,000	(6,000)	3,000
	<u>882,050</u>	<u>(923,519)</u>	<u>(6,000)</u>	<u>(47,469)</u>
Restricted funds				
Activities - Development Projects	-	(248)	-	(248)
Salisbury Health Activities	-	(1,700)	-	(1,700)
Well Being	10,250	(5,250)	-	5,000
Chippenham Borough Lands	-	(3,254)	-	(3,254)
EoN	32,674	(32,674)	-	-
Building resilience	29,250	(29,250)	-	-
Later Life Goals	24,000	(24,000)	-	-
National Lottery Community Fund	-	(37,304)	-	(37,304)
WASP - tackling inequality	5,926	(5,926)	-	-
WASP - GOGA project	5,063	(30,976)	-	(25,913)
Wiltshire Community Foundation - Surviving Winter	36,125	(36,689)	-	(564)
Retain Healthcare (Click & Connect)	-	(5,000)	-	(5,000)
Wiltshire Council household support grant	7,882	(7,882)	-	-
Fitness and Friendship	11,100	(11,100)	-	-
Wessex water	3,000	(750)	-	2,250
Information and advice	10,250	(5,250)	-	5,000
Chippenham Fitness and Friendship club	250	(250)	-	-
	<u>175,770</u>	<u>(237,503)</u>	<u>-</u>	<u>(61,733)</u>
TOTAL FUNDS	<u>1,057,820</u>	<u>(1,161,022)</u>	<u>(6,000)</u>	<u>(109,202)</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Prior year adjustment £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds					
General fund	418,937	(5,733)	68,776	52,368	534,348
Legacies & Special Purposes Fund	179,929	-	-	(179,929)	-
Age Concern Defined Benefit Pension Fund	(3,000)	-	-	-	(3,000)
Dilapidations	-	-	-	40,000	40,000
IT equipment	-	-	-	25,000	25,000
Strategic Development	-	-	-	25,000	25,000
Business Development	-	-	-	50,000	50,000
	<u>595,866</u>	<u>(5,733)</u>	<u>68,776</u>	<u>12,439</u>	<u>671,348</u>
Restricted funds					
Legacies & Special Purposes	35,926	-	-	-	35,926
Activities - Development Projects	15,262	-	(15,014)	-	248
IT Club	2,293	-	(2,293)	-	-
Salisbury Health Activities	1,700	-	-	-	1,700
Well Being	7,474	-	(7,474)	-	-
Chippenham Borough Lands	10,981	-	(3,741)	(3,986)	3,254
National Lottery Community Fund	-	-	37,304	-	37,304
WASP - GOGA project	-	-	25,913	-	25,913
Wiltshire Community Foundation - Surviving Winter	-	-	15,564	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	-	-	8,453	(8,453)	-
Retain Healthcare (Click & Connect)	-	-	5,000	-	5,000
	<u>73,636</u>	<u>-</u>	<u>63,712</u>	<u>(12,439)</u>	<u>124,909</u>
TOTAL FUNDS	<u>669,502</u>	<u>(5,733)</u>	<u>132,488</u>	<u>-</u>	<u>796,257</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	844,810	(776,034)	-	68,776
Age Concern Defined Benefit Pension Fund	-	3,000	(3,000)	-
	<u>844,810</u>	<u>(773,034)</u>	<u>(3,000)</u>	<u>68,776</u>
Restricted funds				
Activities - Development Projects	-	(15,014)	-	(15,014)
IT Club	-	(2,293)	-	(2,293)
Well Being	-	(7,474)	-	(7,474)
Chippenham Borough Lands	-	(3,741)	-	(3,741)
WASP - Fitness& Friendship	10,127	(10,127)	-	-
EoN	34,844	(34,844)	-	-
Building resilience	7,313	(7,313)	-	-
AUKN Covid emergency appeal	50,557	(50,557)	-	-
Armed Forces Covenant grant	18,800	(18,800)	-	-
Radian Group	750	(750)	-	-
Later Life Goals	7,000	(7,000)	-	-
National Lottery Community Fund	76,798	(39,494)	-	37,304
Friends & Forum	750	(750)	-	-
WASP - tackling inequality	3,125	(3,125)	-	-
WASP - GOGA project	33,120	(7,207)	-	25,913
Groundwork UK	500	(500)	-	-
Neighbourly Limited	400	(400)	-	-
The Openwork Foundation	10,000	(10,000)	-	-
Wiltshire Community Foundation - Surviving Winter	38,900	(23,336)	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	10,431	(1,978)	-	8,453
Retain Healthcare (Click & Connect)	5,000	-	-	5,000
	<u>308,415</u>	<u>(244,703)</u>	<u>-</u>	<u>63,712</u>
TOTAL FUNDS	<u>1,153,225</u>	<u>(1,017,737)</u>	<u>(3,000)</u>	<u>132,488</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS - continued

Information on material funds:

Legacies & Special Purposes: This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Activities - Development Projects: Grants received to support development and expansion of the Active Ageing department and to purchase new equipment. Received from Warminster Town Council, Sport England and Armed Forces Covenant.

Well Being: Service offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous.

Chippenham Borough Lands: Capital seed funding to enable creation and ongoing support for one cohort of 50 customers, aged 70+, living in Chippenham, to receive on average one meal per day

WASP - Fitness & Friendship: to engage older people in and deliver fitness programmes.

EON - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

National Lottery Community Fund: Grant to support the development of the Meals+ service

AUKN Covid Emergency appeal - emergency funding to support the charity during Covid-19

Armed Forces Covenant grant - to provide practical and emotional support to an estimated 54,000 retired Armed Forces Veterans living in the county of Wiltshire.

WASP - Get Out Get Active (GOGA) project - to provide a mix of opportunities to support older people to enjoy being "Active Together". The project aims to inspire and support volunteers, coaches and communities to improve the health & well-being of everyone involved.

The Openwork Foundation - to extend the information and advice service to older people living in the Swindon area.

Wiltshire Community Foundation - surviving winter - to provide winter fuel grants to older people in receipt of means tested benefits.

Wiltshire Community Foundation - covid 19 response grant - to increase the capacity of the Meals+ service enabling Age UK Wiltshire to respond to the increased demand created as a result of the Covid-19 pandemic.

Salisbury Health Activities - funding to provide activities in Salisbury

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

24. MOVEMENT IN FUNDS - continued

Retain Healthcare (Click & Connect) - funding to help combat social isolation with the use of digital technology

Information & advice - funding for the I&A service

Building resilience - funding to help improve the wellbeing of older people.

Later life goals - funding to provide one to one advice and support to old people, specifically targeting those experiencing a significant life event

Wiltshire Council household support grant - funding to provide grants to households to help survive winter

Fitness & Friendship - to engage older people in and deliver fitness programmes.

WASP - tackling inequality - funding to help reduce negativity and widening inequalities in sport

25. EMPLOYEE BENEFIT OBLIGATIONS

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

The most recent comprehensive actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2022 by an independent qualified actuary. The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projects Unit Method.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

25. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2022	2021
	£	£
Current service cost	-	-
Past service cost	-	-
Administration expenses	<u>2,000</u>	<u>2,000</u>
	<u>2,000</u>	<u>2,000</u>
Actual return on plan assets	<u>14,000</u>	<u>32,000</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2022	2021
	£	£
Opening defined benefit obligation	348,000	323,000
Interest cost	7,000	7,000
Actuarial losses/(gains)	(10,000)	28,000
Benefits paid	<u>(11,000)</u>	<u>(10,000)</u>
	<u>334,000</u>	<u>348,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2022	2021
	£	£
Opening fair value of scheme assets	345,000	320,000
Contributions by employer	11,000	5,000
Interest income	7,000	7,000
Actuarial gains/(losses)	7,000	25,000
Benefits paid	(11,000)	(10,000)
Administration costs incurred	<u>(2,000)</u>	<u>(2,000)</u>
	<u>357,000</u>	<u>345,000</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

25. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2022	2021
	£	£
Actuarial gains/(losses)	17,000	(3,000)
Change in effect of the asset ceiling	<u>(23,000)</u>	-
	<u>(6,000)</u>	<u>(3,000)</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2022	2021
Equities	16.70%	19.30%
Diversified growth fund	12.60%	12.50%
Infrastructure	9.50%	-
Matching assets-bonds & gilts	59.90%	65.80%
Cash	<u>1.30%</u>	<u>2.40%</u>
	<u>100.00%</u>	<u>100.00%</u>

The £23,000 net asset is not recognised in the balance sheet. The charity is not entitled to any surplus on the wind up of the scheme and so any pension asset will not be shown on its balance sheet.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

25. EMPLOYEE BENEFIT OBLIGATIONS - continued

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2022	2021
Discount rate	2.80%	2.10%
CPI inflation	2.80%	2.30%
Future pension increases (RPI 3-5)	3.60%	3.10%
Future pension increases (RPI 2.5)	2.50%	2.50%
RPI inflation	3.60%	3.10%

Main demographic assumptions: 2022: 95% of S3P base tables projected by year of birth assuming future improvements inline with CMI 2021 core projections with a long-term rate of improvement of 1.0%
2020: 95% of S3P base tables projected by year of birth assuming future improvements inline with CMI 2020 core projections with a long-term rate of improvement of 1.0%

Mortality	2022	2021
Life expectancy for male currently aged 65	22.1 years (age 87.1)	21.1 years (age 87.1)
Life expectancy for female currently aged 65	24.5 years (age 89.5)	24.4 years (age 89.4)
Life expectancy for male currently aged 45	23.1 years (age 88.1)	23.1 years (age 88.1)
Life expectancy for female currently aged 45	25.6 years (age 90.6)	25.6 years (age 90.6)

Allowance has been made for members to exchange 80% of the maximum cash allowance available upon retirement.

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £57,431 (2021, £51,328). At 31 March 2022 £387 (2021: £47) of contributions were payable.

26. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

There were no related party transactions for the year ended 31 March 2022.

AGE UK WILTSHIRE

England & Wales - Charity number 800912

Accounts

REGISTERED COMPANY NUMBER: 2121174
(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2021
for
Age UK Wiltshire

Age UK Wiltshire

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Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Part 2 About our Charity

Our Charitable objectives are: To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire.

Age UK Wiltshire (AUKW) is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health, and social care. Our services are provided by a small team of paid employees and a team of around 100 volunteers.

We know there are many circumstances which reduce older people's sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is perhaps best explained by the fact that across the UK within the next two decades the total number of people aged 65 and over is estimated to grow by 48.9 per cent, which amounts to around 4.75 million people. Indeed, in keeping with current trends, the fastest growing group will be those aged 85 and over with the numbers projected to increase by 113.9 per cent, from nearly 1.3 million people to just under 2.8 million by 2035/36. (Source: Office for National Statistics).

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives, we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to "To make Wiltshire and Swindon places where everyone can love later life".

Our Values

The board of trustees recognises their duty to act in the charity's best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity. To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief Executive Officer will subscribe to and uphold the seven Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Equality, Diversity, and Inclusion

Equality, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, aim to remove barriers and to support everyone to overcome and enable their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment on the grounds of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are committed to tackling the inequalities and exclusion and promoting equality and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Our Strategy

In July 2020 a new two-year strategic plan was agreed that built on the achievements and successes of the charity in recent years and presented the plan for change. The key changes were:

- a shift from historic commissioned service provider to Influencer, using our trusted brand and expertise to focus on activity that will ensure older people in Wiltshire can love later life.
- an outcomes-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.

The board of trustees is currently consulting on what should be in the next iteration of the strategy whilst continuing to build upon the major achievements during 2020-21 and giving due consideration to the changing external environment.

During 2020-21 the charity has continued to transform not only what it does, but also how it operates as an organisation. As well as providing a range of services for older people the charity designs and delivers specific projects and organises or supports events and activities.

At the end of the 2019-20 fiscal year the unexpected emergence of the Covid-19 pandemic hit the UK leaving no region or community unaffected. The pandemic quickly escalated to a global health crisis and as a response to the escalating risk it posed on society and particularly more vulnerable groups, (which included the over 70's) the government introduced unprecedented measures which changed the whole context of "normal" life. Restrictive measures were used to reduce the spread of pandemic and reduce mortality rates.

Age UK Wiltshire was able to quickly change the way the staff and volunteer teams worked, moving to home working for all. Support was maintained and capacity was increased to enable support of an increasing number of older people who were often anxious, confused and searching for much needed information. As the effect of the pandemic has continued, we continue to adapt our services to meet the needs of our beneficiaries as best as we can.

The Covid-19 pandemic has given rise to many significant and unprecedented challenges for the sector as a whole and the full impact is yet to be understood. However, these circumstances have been a catalyst for closer working across health, social care, Voluntary, Community and Social Enterprise (VCSE) sectors and the Age UK brand partner network. It is intended that this new level of connectivity and cooperation will enable us to use our collective resources to support our communities in the best way possible and to build organisational resilience.

We saw the growth and development of a community meals service to support people isolated at home with limited access to other services.

Our partnership working with Age UK Bath & North East Somerset (B&NES) has enabled some key achievements, specifically the growth and performance of the Home from Hospital contract and improved financial management capacity to name just two.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Services Highlights

Accredited Information & Advice (I&A) Service

Age UK Wiltshire provides an Information & Advice (I&A) service to people aged 50+ living in Wiltshire and Swindon and to their carers and relatives. The team of paid staff and volunteers respond to a broad range of enquiries including: benefit entitlement, applications and resolving disputes, housing, health and social care, legal affairs, general money advice, consumer issues, local services and activities, struggles with daily living and everything in between.

The figures below provide an insight into the year-on-year enquiry activity:

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>Contacts by phone</i>	<i>5,974*</i>	<i>4,796</i>
<i>Office appointments</i>	<i>15</i>	<i>1,129</i>
<i>Home appointments</i>	<i>0</i>	<i>606</i>
<i>Outreach (talks and meetings)</i>	<i>0</i>	<i>54</i>

**Includes 303 telephone benefit applications*

During 2020-21 it was necessary to suspend office and home appointments. Outreach sessions were also cancelled. However, the I&A team were able to move seamlessly to a telephone and email only service and clients continued to receive the help they needed. A triage system was introduced to cope with the volume of calls being made to the organisation which enabled support to be given to those most in need to address their basic needs – shopping and medication being a priority. As restrictions eased and call volume reduced, enquiry types returned to routine work. Benefit applications which normally would have comprised of a home visit, were completed over the telephone, making two or three calls as opposed to the one visit. The team were able to help clients claim an extra £1,657,135 in benefits and grants.

The Information and Advice service is the front door to the public and underpins the holistic approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with our other services including Wellbeing, Home from Hospital, Fitness & Friendship and the Living Well services, as well as external organisations.

The team achieved the Information & Advice Quality Programme (IAQP) during the latter part of the year, a requirement to retain the Age UK Brand Partner status and Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers.

The Information and Advice service also received additional funding to support clients with fuel poverty and wellbeing:

1. A **Later Life Goals project (through the Masonic Charitable Foundation)** enabled support to be given to 123 individuals who had experienced a significant life event such as bereavement, diagnosis of a long-term health condition etc. The project helped the clients claim £56,700 in benefits.
2. **The Eon Warm Homes Benefit Take-Up Programme** helped 336 individuals and identified £897,106.82 in benefit entitlement.
3. **The Surviving Winter Programme, funded by Wiltshire Community Foundation** awarded a grant total of £29,000 to 134 individuals.

Wellbeing Programme

Factors influencing someone's sense of wellbeing repeatedly appear in enquiries made to the Information & Advice service with adequate money and the home environment being most prevalent. For this reason, the Wellbeing Programme has been aligned with Information & Advice and is now an extension of it.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Access to the Wellbeing Programme starts with a 'Guided Conversation' to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. This identifies whether someone meets the criteria for the visiting and/or telephone befriending support or whether they are better served by a signpost or referral to another organisation. During 2020-2021 the home visiting aspect of the service was suspended but Reassurance Calls were offered to all clients (including other AUKW services) for the first five months of the year and ran along-side the regular Telephone Befriending service. An additional 250 clients were supported by over 70 Age UK Wiltshire volunteers to make these weekly calls.

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>No. of clients on the programme</i>	<i>0</i>	<i>370</i>
<i>Clients receiving telephone befriending/ reassurance call</i>	<i>509</i>	<i>203</i>

Funding awarded in January 2021 from the **Age UK national Building Resilience** project enabled the Wellbeing service to work with our other services to support 61 clients in the first three months. These clients were people who were experiencing a significant life event – bereavement, serious illness, hospital admission etc. Clients were supported through their difficulties and given the means to be able to better cope with the challenges they faced.

Funding from the **Armed Forces Covenant** Fund enabled AUKW to provide Reassurance Calls and send weekly Newsletters which included 192 veterans, throughout the peak of the pandemic.

Living Well Service – Partnerships with GP practices

We had five contracts that cover Salisbury, Chippenham, Bradford on Avon, Sarum West and Devizes. In each location an Age UK Wiltshire employee is an integrated part of the surgeries multi-disciplinary older people's teams.

Patients with non-clinical needs are allocated to the Age UK Project Worker to arrange a home visit to complete a 'Guided Conversation.' This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well project workers provide a wrap-around service working with the patient themselves, whilst drawing on the expertise of other services or work with other third-party organisations such as Carers Support Wiltshire, Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe to name just a few.

The themes of support most commonly provided include:

- Finding help at home or personal care
- Access transport schemes and blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

Home visits to clients were suspended during the course of the year, which accounts for the reduced number of clients referred to the service. All clients referred were supported by telephone and offered ongoing weekly reassurance calls. Living Well project workers introduced a weekly newsletter which was sent to Living Well as well as clients from all services until September 2020, containing motivational articles to help people engage with their AUKW caller, puzzles, and useful information.

Age UK Wiltshire
Report of the Trustees
for the Year Ended 31 March 2021

Part 1 - Legal and Administrative Information

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

The Wool Shed
New Park Street
Devizes
SN10 1DY

Other locations:

St. Michael's Community Centre
96 St Michael's Road
Salisbury
SP2 9LE

Toothill Community Centre
Dunwich Drive
Toothill
Swindon
SN5 8DH

Company Secretary

Sarah Cardy – appointed 14 June 2021
Simon Billingham – appointed 19 October 2020, resigned 14 June 2021
Julian Kirby – resigned 31 July 2020

Trustees and Directors

Daphne Pullen	Chair	Resigned	01/12/20	
Pauline Oliver	Chair	Appointed	11/05/16	Chair from 10/03/21
Peter Backhouse	Treasurer	Resigned	14/04/20	
Kevin Fairman		Appointed	10/07/19	Acting Treasurer from 15/04/20
Elizabeth Gardner		Resigned	18/08/21	
Melissa Hillier		Appointed	11/11/20	
David King		Appointed	08/05/18	
Stewart Ruston		Appointed	11/11/20	
Emma Taylor		Appointed	08/05/18	

Age UK Wiltshire

Report of the Trustees - continued
for the Year Ended 31 March 2021

Auditors

MHA Monahans
Statutory auditors
38-42 Newport Street
Swindon
Wiltshire
SN1 3DR

Solicitors

Wansbroughs
Northgate Street
Devizes
Wiltshire
SN10 1JX

Bankers

Lloyds Bank plc
38 Market Place
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Jullian Kirby	Chief Executive Officer	Resigned 31/07/2020
Simon Billingham	Acting Chief Executive Officer	1/8/2020 to 28/2/2021
Sarah Cardy	Chief Executive Officer	Appointed 14/06/2021
Matthew Morrison-Clarke	Director of Paid for Services*	
John Truss	Programmes Manager	
Pippa Webster	Area Manager South	
Amanda Whipp	Finance Manager*	

*Employment costs are shared jointly by Age UK Wiltshire and Age UK Bath & North East Somerset.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>Referrals received</i>	480	784
<i>Contacts with or on behalf of clients</i>	4,842	4,637

Due to changes in funding requirements within some Primary Care Networks, the Salisbury Living Well service ended during the year.

Fitness and Friendship Clubs

The Age UK Wiltshire Fitness and Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increased risk of falls, obesity, heart disease, and a decline in mental wellbeing.

Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even where there is no hospital admission or minor injury. The format of the club is through a combination of low impact exercise with an emphasis on friendship and having fun.

Funding from the **Wiltshire & Swindon Sports Partnership (WASP)** has enabled the clubs to develop and additional funding through their Get Out Get Active project to open three additional clubs in south Wiltshire will help to address the pressing need for older people to remain active and healthy.

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>No. of clubs</i>	14	15
<i>No. of members</i>	273	281

Face to face clubs were suspended during the year but online Zoom sessions were introduced, YouTube clips were made available on the Age UK Wiltshire website, members received monthly newsletters which included exercise sheets and funding through the Inequalities Fund enabled activity packs (an exercise manual, a pedometer and a theraband) to be sent to each member.

Home from Hospital

Age UK Wiltshire has been contracted by **Wiltshire Council** to deliver a Home from Hospital (HfH) Service for Wiltshire based out of the three acute trusts that serve the county: Salisbury District Hospital (SDH), Royal United Hospital (RUH) in Bath, and Great Western Hospital (GWH) in Swindon and three community hospitals in Chippenham, Warminster, and Marlborough.

The Home from Hospital Service provides short term support to Wiltshire residents, predominantly aged 60 plus for up to 6 weeks following a stay in hospital. The services include a mixture of both practical and emotional support that together enable older people to transition back home and regain their confidence and independence, reducing the likelihood of people becoming socially isolated or lonely and being readmitted to hospital.

Age UK Wiltshire

Report of the Trustees - continued
for the Year Ended 31 March 2021

Services are aimed almost exclusively at Individuals who are not otherwise eligible for a social care service or for NHS rehabilitation. Examples of the types of support given are:

- Falls Prevention – practical support and information regarding falls prevention: and to access exercise classes and personal alarm systems.
- Practical help with domestic activities.
- Income maximisation – information on benefits entitlements.
- Social networks – information and/or support to attend a variety of social activities of the patient's choice.
- Maximising independence – help to find ongoing domestic help, a meal provider, access to community transport, handyperson services, housing options and shopping.
- Wellbeing – giving information/support to access services that could resolve an anxiety or practical problem such as gardening, safety and security, personal care.

Home from Hospital continues to become an integral part of the wider hospital discharge function and works in a very complimentary and integrated way with colleagues in the wider health and social care sector.

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>Patients supported</i>	<i>358</i>	<i>245</i>

Community Meals

This new service started delivering meals in March 2020. The aim of the service is:

- The provision of an individually selected hot meal at lunchtime, delivered to a client's door or additionally placed or plated in a location of choice within their home
- A carry out positive conversation with a client
- An informal welfare check with any concerns or issues addressed directly

With this service still in its infancy, the impact of the Covid pandemic very quickly materialised highlighting the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon Community Meals. Whilst we initially hoped to expand our service gradually, we had to expand quickly reach out across the whole county of Wiltshire. This required an acceleration in the recruitment of drivers to the team, the acquisition of additional vehicles and equipment when compared to our original business plan.

Arval our lease car provider supported the expansion of our service with four "free" vehicles during our first quarter to supplement our original two leased vehicles, enabling the service to reach more clients

In May partnered with Age UK B&NES to provide a service to residents, in the B&NES area, with the help of some of their redeployed staff due to the closure of the Day Centres they operated before the pandemic.

Wiltshire Community Foundation awarded £10k to support the development of the service to enable Invested In additional catering equipment and the leasing of new delivery vehicles from July.

In September, Age UK B&NES requested that the Community Meals service delivered meals to their reopened Day Centres to alleviate difficulties and pressures they were experiencing providing meals to this specific group of clients. At the same time, they gradually withdrew their redeployed staff to return them to their original roles in Age UK B&NES, requiring additional AUKW employees to deliver meals to individual and Day Centre clients in Age UK B&NES.

The National Lottery Community Fund awarded the Meals+ service our largest grant to date of £76k to support the expansion of the service to reach more isolated clients living in rural parts of Wiltshire, with part of the grant being specifically allocated to leasing our 9th and 10th delivery vehicles.

Funding from Wiltshire Community Foundation "Surviving Winter Grant" helped fund meals for people at home over Christmas and for older people being discharged from hospital, who could receive up to seven meals during the winter lockdown.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

From the start of the year with just 103 meals being delivered to 17 clients, by the end of the year the Meals+ service had registered over 450 individual clients, delivered over 30,000 meals, and most importantly maintained direct face to face contact with a large number of clients during a very difficult time, reflected in some of the following feedback.....

'Thank you all again so much for the lovely relationships you established with both Dad and me, and for feeding him so wonderfully. I'll always be grateful for the help you brought into our lives in his last year of life.'

'Thank you so much for all your fantastic efforts to set up this wonderful hot lunch delivery service in Salisbury. Mum would not have been able to continue living in her own home during the COVID lockdowns without your amazing daily delivery!'

'I would just like to thank you very much for your outstanding service. At a time when we were worried about Richard you were such a help and reassurance. Thank you once again.'

'Thank you so much for all you do - fantastic service. Many thanks'

Click & Connect

In October 2020 we started a 1-year pilot project to determine the need and demand amongst older people for support to better use technology. The motivation of the campaign was that the Covid-19 pandemic had highlighted the need to digitally empower older people to undertake more tasks and social interaction online, as evidenced by the Age UK Technology and Older People Evidence Review and our own client survey.

The aims of the project are to:

- Identify the goals that older people want to achieve with technology and support them to succeed.
- Advise on what equipment to use and how to use it better as well as the best ways for older people to safely access the internet.
- Make technology equipment more affordable by checking entitlement to welfare benefits and grants.
- Support the client holistically, providing help for any non-technology issues and ensuring all goals are achieved.

Click & Connect is being delivered with two external partners, **AbilityNet** - a national charity which specialises in supporting older people on a one to one basis to use technology. They have a volunteer team operating in Wiltshire which has doubled in size since participating in this project and **Wiltshire Sight** - a local charity delivering a programme called "Tablets aren't just for swallowing" aimed at supporting people with sight loss to access technology.

Based on the data so far, we can see that:

- Confidence levels for using technology are 3.96 to begin with, rising to 6.82 after intervention from Click & Connect.
- 72.7% of clients feel that Click & Connect has helped them overcome their lack of confidence.
- Video calling, reading web pages and online shopping are the main activities that clients are undertaking after help from Click & Connect.
- Being afraid of online scams and fraud are still reported as concerns after our intervention.

Future plans -

Click & Connect is nearing its client target at which point a full evaluation of the service will be conducted. A decision will be taken in due course on its future and, whether to seek external funding for its continuation and expansion.

Toothill Community Centre

The centre unfortunately remained closed for most of this year due to the Covid pandemic and the government guidelines regarding the safe use of indoor public spaces, specifically as community centres.

The centre has though still been regularly used by a local drama youth group and a dietary health group when restrictions were lifted.

The Good Gym charity have provided some volunteering to help with maintenance and gardening around the centre during the year.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

The Café has remained closed to the public throughout the year.

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>Average weekly hours room hire (when open) **</i>	9	15
<i>No. of unique groups who use centre regularly**</i>	3	19

Supporting Colleagues with their mental health

In February 2021 Age UK Wiltshire launched an integrated scheme designed to support our staff, volunteers and clients who may be experiencing poor mental health. It is a multi- tiered scheme which includes the provision of training, information and guidance with the overarching aim to make our organisation more aware of mental health issues and quicker to react to incidences of poor mental health.

The scheme is underpinned by four mental health champions, all of whom are members of staff who undertake the role on a voluntary basis. As a team they are driving several initiatives forward which include:

- Themed monthly newsletters highlighting a particular aspect of mental health.
- Posters in all workplaces advertising the mental health champions and how to get in touch.
- A section on mental health wellness has been added to supervision and appraisal forms.
- Promotion of 'On Your Feet Day', tying this in with good mental health and opportunities to fundraise.
- Signing up to Mind's Mental Health at Work Commitment.

PLANS FOR FUTURE PERIODS

Our Strategy was reviewed in 2020 and is set for a two-year period to:

- be an influencer, using our trusted brand
- establish an outcomes-based approach that enables us to demonstrate the true social
- reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people.
- ensure our business model is financially sustainable and can continue to support the changing needs of older people
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.

The next financial year we will consolidate our services and review the needs of older people in a post covid world. We are focusing a robust quality assured Information and Advice Service, ensuring a sustainable community meals service and developing and maintaining the Home from Hospital Service in Wiltshire

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Fundraising

Although the impact of Covid 19 restrictions meant that some of our fundraising activities were cancelled during the last year and applications suspended, we were successful in securing donations from a number of grant-makers including The Openwork Foundation, The Armed Forces Covenant Fund (Veterans Should Not be Forgotten Programme) and the Wiltshire and Swindon Sport Partnership, to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

The accelerated launch of our Community Meals Programme in response to the pandemic attracted grants from The National Lottery Community Fund, Chippenham Borough Lands Charity and Wiltshire Community Foundation, to support the set-up costs associated with this project.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire:

- Age UK
- Wiltshire Council
- Wiltshire Community Foundation
- Wiltshire & Swindon Sports (WASP)
- The National Lottery Community Fund
- Chippenham Borough Lands
- Radlan Group
- Friends and Forum
- Groundworks UK
- Neighbourly LTD
- The Openwork Foundation
- Retain Healthcare
- Arval
- Nationwide Building Society
- MOD Armed Forces Covenant Fund

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Part 3 Financial Review

We are reporting an operating surplus of £135,488 (2020: deficit £8,139), 47% of which is represented by restricted grants unspent at the year end. This positive performance is due to the ongoing support of Trusts and Foundations, contractual partners, and the generosity of individual donors. Many funding opportunities were brought forward following the emergence of the Covid-19 pandemic.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future plans of the organisation to maintain the accounts as they stood. Reviewing of the investments is a constant process but it is acknowledged by the board that with interest rates as low as they are, there is currently little chance of improving our return.

The financial position of the charity remains robust, with unrestricted reserves of £671,348. This was helped by the generous legacies left to the charity amounting to £44,690. The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people.

The trustees acknowledge the pension reserve deficit of £3,000 (2020: £3,000) and will monitor the situation.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including local authority grants, commissioned services and grant funding from trusts, foundations, and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to the effects of Covid-19. This could clearly present challenges to our ability to continue satisfying increased demand for our services. In order to mitigate this risk, we are:

- Taking the opportunity to apply for grant funding as it becomes available.
 - Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves.
 - Engaging with funders and contractual partners on a regular basis.
 - Collaborating with other charitable organisations to make best use of resources and intellectual property; and
 - Developing new ways of working to ensure Age UK Wiltshire remains relevant in an ever-changing environment.
- We have also taken advantage of some of the government support schemes.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed during the year and the level decided upon is maintained to enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. The advisable funding to cover the plans to mitigate an unexpected cut in funding,
2. Specific funding for the development of new or expanded services, and
3. Specific reserves for identified long term liabilities.

For the 2020/2021 financial year the trustees have assessed the reserves needed, based upon the above criteria, as 3 to 6 months expenditure.

The total value of funds held at the balance sheet date was £796,257 (2020: £663,769). The value of restricted funds was £124,909 (2020: £73,636). Designated funds of £140,000 (2020: £179,929) are held to support specific future projects. The charity also holds £18,801 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £512,547.

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains unclear. A number of services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services.

Part 4 – STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between three and seven other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected, a trustee may serve for a period of three years and be eligible for re-election.

Induction and training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary. External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3)

Organisation structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters, and governance. In addition, it considers and if in agreement, ratifies recommendations made by subcommittees and any relevant working groups. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority is being formally reviewed and updated in late 2021.

Pay policy for senior staff

The senior management team comprises the trustees and key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A quarterly review of the register of principal risks and uncertainties that the charity faces.
- The establishment of policies, systems and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers. This includes the new risks to the health and wellbeing of our clients, staff, and volunteers due to Covid-19.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.

Age UK Wiltshire

Report of the Trustees - continued
for the Year Ended 31 March 2021

Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an Independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional, and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity, and well-being.

Finally, and most importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire and Swindon by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the board of trustees on 15.11.21..... and signed on its behalf by:



Pauline Ollver

Chair of Trustees

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 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; and
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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:

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- review of tax compliance;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

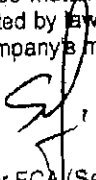
Other matters which we are required to address

The prior year figures are unaudited.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


Steven Fraser FCA (Senior Statutory Auditor)
for and on behalf of MHA Monahans
Statutory Auditors
38-42 Newport Street
Swindon
Wiltshire
SN1 3DR

Date: 25th November 2021

Age UK Wiltshire

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2021 Total funds £	2020 Total funds as restated £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	131,579	-	266,571	398,150	201,100
Charitable activities	6	711,825	-	41,844	753,669	599,345
Provision of services						
Other trading activities	4	1,080	-	-	1,080	6,530
Investment income	5	326	-	-	326	1,133
Other income		-	-	-	-	36
Total		<u>844,810</u>	<u>-</u>	<u>308,415</u>	<u>1,153,225</u>	<u>808,144</u>
EXPENDITURE ON						
Raising funds	7	37,280	-	-	37,280	30,739
Charitable activities	8	735,754	-	244,703	980,457	785,544
Provision of services						
Total		<u>773,034</u>	<u>-</u>	<u>244,703</u>	<u>1,017,737</u>	<u>816,283</u>
NET INCOME/(EXPENDITURE)		<u>71,776</u>	<u>-</u>	<u>63,712</u>	<u>135,488</u>	<u>(8,139)</u>
Transfers between funds	25	<u>52,368</u>	<u>(39,929)</u>	<u>(12,439)</u>	<u>-</u>	<u>-</u>
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(3,000)</u>	<u>-</u>	<u>-</u>	<u>(3,000)</u>	<u>3,000</u>
Net movement in funds		<u>121,144</u>	<u>(39,929)</u>	<u>51,273</u>	<u>132,488</u>	<u>(5,139)</u>
RECONCILIATION OF FUNDS						
Total funds brought forward						
As previously reported		415,937	179,929	73,636	669,502	668,908
Prior year adjustment	16	<u>(5,733)</u>	<u>-</u>	<u>-</u>	<u>(5,733)</u>	<u>-</u>
As restated		<u>410,204</u>	<u>179,929</u>	<u>73,636</u>	<u>663,769</u>	<u>668,908</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>531,348</u></u>	<u><u>140,000</u></u>	<u><u>124,909</u></u>	<u><u>796,257</u></u>	<u><u>663,769</u></u>

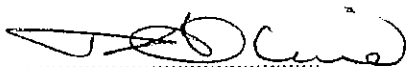
Age UK Wiltshire (Registered number: 02121174)

Balance Sheet
31 March 2021

	Notes	2021 £	2020 as restated £
FIXED ASSETS			
Tangible assets	18	18,801	12,663
Investments	19	<u>1</u>	<u>1</u>
		18,802	12,664
CURRENT ASSETS			
Stocks	20	2,656	1,479
Debtors: amounts falling due within one year	21	65,680	86,848
Debtors: amounts falling due after more than one year	21	11,040	-
Cash at bank and in hand		<u>775,394</u>	<u>614,283</u>
		854,770	702,610
CREDITORS			
Amounts falling due within one year	22	<u>(74,315)</u>	<u>(48,505)</u>
NET CURRENT ASSETS		<u>780,455</u>	<u>654,105</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		799,257	666,769
PENSION LIABILITY	26	<u>(3,000)</u>	<u>(3,000)</u>
NET ASSETS		<u>796,257</u>	<u>663,769</u>
FUNDS	25		
Unrestricted funds			
General funds		531,348	410,204
Designated funds		<u>140,000</u>	<u>179,929</u>
		671,348	590,133
Restricted funds		<u>124,909</u>	<u>73,636</u>
TOTAL FUNDS		<u>796,257</u>	<u>663,769</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 15/11/21 and were signed on its behalf by:



P Oliver - Trustee

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2021

		2021	2020
	Notes	£	as restated £
Cash flows from operating activities			
Cash generated from operations	1	<u>176,485</u>	<u>(51,062)</u>
Net cash provided by/(used in) operating activities		<u>176,485</u>	<u>(51,062)</u>
Cash flows from Investing activities			
Purchase of tangible fixed assets		(15,700)	(18,038)
Interest received		<u>326</u>	<u>1,133</u>
Net cash used in Investing activities		<u>(15,374)</u>	<u>(16,905)</u>
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		161,111	(67,967)
Cash and cash equivalents at the beginning of the reporting period		<u>614,283</u>	<u>682,250</u>
Cash and cash equivalents at the end of the reporting period		<u>775,394</u>	<u>614,283</u>

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020 as restated
	£	£
Net Income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	135,488	(8,139)
Adjustments for:		
Depreciation charges	9,562	5,375
Interest received	(326)	(1,133)
Increase in stocks	(1,177)	(1,479)
Decrease in debtors	10,128	31,077
Increase/(decrease) in creditors	25,810	(67,763)
Difference between pension charge and cash contributions	<u>(3,000)</u>	<u>(9,000)</u>
Net cash provided by/(used in) operations	<u>176,485</u>	<u>(51,062)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>614,283</u>	<u>161,111</u>	<u>775,394</u>
	<u>614,283</u>	<u>161,111</u>	<u>775,394</u>
Total	<u>614,283</u>	<u>161,111</u>	<u>775,394</u>

Age UK Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2021

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, Incorporated In England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

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

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

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.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note 23, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2019 has been used by the actuary in valuing the pensions liability at 31 March 2021. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Critical areas of judgement

None

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.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

2. ACCOUNTING POLICIES - continued

Income

For legacies, entitlement is taken as the earlier of the date on which either: 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 Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is 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.

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

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended. Income represents commissions receivable, excluding value added tax.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes of insert details;
- Expenditure on charitable activities includes insert details; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis and fixtures and fittings written off over four years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Related party exemption

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Taxation

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

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income 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 by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial Instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

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

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

Redundancy / Termination payments

Termination benefits are measured at the best estimate of the expenditure required to settle the obligation at the reporting date. If the expected settlement date of the termination payments is 12 months or more after making the provision and the effect would be material, the present value of the obligation is calculated using an appropriate discount rate.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	22,956	14,675
Legacies	44,690	44,859
Grants	<u>330,504</u>	<u>141,566</u>
	<u>398,150</u>	<u>201,100</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

3. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Age UK England	121,803	40,457
MOD Armed Forces Covenant	18,800	-
Morris Beneficent Fund	-	40,000
Wiltshire & Swindon Sport WASP	46,372	16,861
Wiltshire Community Foundation	49,331	-
The Clothworkers' Foundation	-	10,000
Morrison Foundation	-	1,000
Chippenham Borough Lands	-	10,981
West Swindon Parish Council	-	14,539
Centre for Sustainable Energy	-	7,728
Radlan Group	750	-
National Lottery	76,798	-
Friends & Forum	750	-
Groundwork UK	500	-
Neighbourly Limited	400	-
The Openwork Foundation	10,000	-
Retain Healthcare	5,000	-
	<u>330,504</u>	<u>141,566</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Hall hire	1,080	6,505
Café income	-	25
	<u>1,080</u>	<u>6,530</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account Interest	<u>326</u>	<u>1,133</u>

6. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
	Activity	£	£
Grants	Provision of services	53,006	238,261
Income from charged for services to beneficiaries of the charity	Provision of services	15,655	25,021
Living Well service	Provision of services	135,077	148,953
Home from Hospital service	Provision of services	335,233	186,440
Community meals	Provision of services	<u>214,698</u>	<u>670</u>
		<u>753,669</u>	<u>599,345</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

6. INCOME FROM CHARITABLE ACTIVITIES - continued

Activity				2021	2020
	Grants	Fees	Contract	£ Total	£ Total
Core services	6,945	-	-	6,945	172,000
Information & Advice	41,844	-	-	41,844	60,781
Fitness & Friendship	4,217	980	-	5,197	13,709
Living Well	-	-	135,077	135,077	148,953
Gardening	-	9,960	-	9,960	8,720
Home from Hospital	-	-	335,233	335,234	186,440
HIV Project	-	-	-	-	8,580
Community meals	-	219,413	-	219,412	670
Other	-	-	-	-	(508)
Total	53,006	230,353	470,310	753,669	599,345

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Age UK England	41,844	60,781
Wiltshire Council - investment grant	-	86,000
Wiltshire NHS CCG - investment grant	-	86,000
Public Health England	-	8,580
Other	-	(3,100)
Coronavirus Job retention scheme	11,162	-
	<u>53,006</u>	<u>238,261</u>

7. RAISING FUNDS

Raising donations and legacies

	2021	2020
	£	£
Staff costs	5,633	15,980
Sundries	-	299
Subscriptions	200	200
Support costs	<u>31,447</u>	<u>14,260</u>
	<u>37,280</u>	<u>30,739</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9)	Grant funding of activities (see note 10)	Support costs (see note 11)	Totals
	£	£	£	£
Provision of services	<u>715,504</u>	<u>29,371</u>	<u>235,582</u>	<u>980,457</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs				2021	2020as
				£	restated
					£
Activity	Direct staff costs	Other direct costs	Support costs	Total	Total
Information & Advice	56,151	2,918	34,802	93,871	177,502
Fitness & Friendship	18,896	3,183	8,031	30,110	53,256
Living Well	123,551	9,132	18,740	151,423	205,147
Gardening	7,368	1	2,677	10,046	10,921
Home from Hospital	81,331	41,984	69,604	192,919	163,265
HIV Project	-	-	-	-	1,267
Community meals	184,223	143,203	82,989	410,415	37,148
Wellbeing	31,586	62	10,708	42,356	21,391
Toothill	253	2,971	5,354	8,578	64,568
Mental Health Project	-	-	-	-	42,005
Surviving Winter	3,965	-	-	3,965	-
Click & Connect	4,631	94	2,677	7,402	-
Other	-	-	-	-	9,074
Total	511,955	203,548	235,582	951,085	785,544
Grants payable (note 10)	-	29,371	-	29,371	-
Total	511,955	203,548	235,582	980,456	785,544

Basis of allocation of support costs: Percentage of staff time

10. GRANTS PAYABLE

	2021	2020
	£	£
Provision of services	<u>29,371</u>	<u>-</u>

The total grants paid to institutions during the year was as follows:

	2021	2020
	£	£
AbllityNet partnership agreement	5,000	-
Wiltshire Sight	<u>5,000</u>	<u>-</u>
	<u>10,000</u>	<u>-</u>

The total grants paid to individuals during the year was as follows:

	2021	2020
	£	£
Grants to individuals	<u>19,371</u>	<u>-</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

11. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	31,447	-	31,447
Provision of services	<u>226,240</u>	<u>9,342</u>	<u>235,582</u>
	<u>257,687</u>	<u>9,342</u>	<u>267,029</u>

Analysis of support costs

	2021 £	2020 £
Staff costs	169,561	191,855
Premises	15,552	24,964
Office costs and sundries	63,012	68,171
Depreciation	9,562	3,465
Governance costs	<u>9,342</u>	<u>7,513</u>
	<u>267,029</u>	<u>295,968</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 as restated £
Depreciation - owned assets	9,562	5,375
Accountancy and independent examination	-	3,200
Operating leases - land and buildings	15,480	20,040
Operating leases - other	23,268	3,031
Auditor's remuneration	<u>9,342</u>	<u>-</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Travel expenses for one trustee amounting to £500 were waived by the trustee. (2020, one trustee, £20).

14. STAFF COSTS

	2021 £	2020 £
Wages and salaries	601,738	441,467
Social security costs	34,193	31,594
Other pension costs	<u>51,221</u>	<u>50,461</u>
	<u>687,152</u>	<u>523,522</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Direct charitable	15	18
Fundraising and publicity	-	1
Management and administration	<u>4</u>	<u>6</u>
	<u>19</u>	<u>25</u>

No employees received emoluments in excess of £60,000.

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

14. STAFF COSTS - continued

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £180,196 (2020: £173,701).

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Designated funds	Restricted funds	Total funds as restated
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	97,741	-	103,359	201,100
Charitable activities				
Provision of services	533,084	-	66,261	599,345
Other trading activities	6,530	-	-	6,530
Investment income	1,133	-	-	1,133
Other income	<u>36</u>	<u>-</u>	<u>-</u>	<u>36</u>
Total	638,524	-	169,620	808,144
 EXPENDITURE ON				
Raising funds	30,739	-	-	30,739
Charitable activities				
Provision of services	509,303	-	276,241	785,544
Total	<u>540,042</u>	<u>-</u>	<u>276,241</u>	<u>816,283</u>
 NET INCOME/(EXPENDITURE)	98,482	-	(106,621)	(8,139)
Transfers between funds	<u>39,499</u>	<u>(26,529)</u>	<u>(12,970)</u>	<u>-</u>
 Other recognised gains/(losses)				
Actuarial gains on defined benefit schemes	<u>3,000</u>	<u>-</u>	<u>-</u>	<u>3,000</u>
Net movement in funds	140,981	(26,529)	(119,591)	(5,139)
 RECONCILIATION OF FUNDS				
Total funds brought forward	<u>269,223</u>	<u>206,458</u>	<u>193,227</u>	<u>668,908</u>
TOTAL FUNDS CARRIED FORWARD	<u>410,204</u>	<u>179,929</u>	<u>73,636</u>	<u>663,769</u>

16. PRIOR YEAR ADJUSTMENT

The financial statements for the year ended 31 March 2020 have been restated to recognise tangible fixed assets purchased that had previously been charged to the statement of financial activities. A prior year adjustment has been processed in these financial statement to recognise these assets and their associated depreciation changes with a total adjustment to brought forward funds at 1 April 2020 of £5,733. Depreciation charged has increased by £1,910. Tangible fixed assets have increased by £5,733.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. GOVERNMENT GRANT AND GOVERNMENT CONTRACT INCOME:

	2021	2020
	£	£
Wiltshire County Council	335,233	272,440
Wiltshire NHS CCG	-	82,900
Public Health England	-	8,580
HMRC Coronavirus Job Retention Scheme	11,162	-

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

18. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	7,643	10,395	18,038
Additions	<u>12,569</u>	<u>3,131</u>	<u>15,700</u>
At 31 March 2021	<u>20,212</u>	<u>13,526</u>	<u>33,738</u>
DEPRECIATION			
At 1 April 2020	1,910	3,465	5,375
Charge for year	<u>5,053</u>	<u>4,509</u>	<u>9,562</u>
At 31 March 2021	<u>6,963</u>	<u>7,974</u>	<u>14,937</u>
NET BOOK VALUE			
At 31 March 2021	<u>13,249</u>	<u>5,552</u>	<u>18,801</u>
At 31 March 2020	<u>5,733</u>	<u>6,930</u>	<u>12,663</u>

19. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2020 and 31 March 2021	<u>1</u>
NET BOOK VALUE	
At 31 March 2021	<u>1</u>
At 31 March 2020	<u>1</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

	%	2021	2020
	holding	£	£
Class of share:	100		
Ordinary			
Aggregate capital and reserves		-	(210)
Profit/(loss) for the year		<u>210</u>	<u>(106)</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

20. STOCKS		2021	2020		
		£	£		
Stocks		<u>2,656</u>	<u>1,479</u>		
21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2021	2020		
		£	£		
Trade debtors		29,198	39,473		
Other debtors		-	45,937		
Prepayments and accrued income		<u>36,482</u>	<u>1,438</u>		
		<u>65,680</u>	<u>86,848</u>		
DEBTORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		2021	2020		
		£	£		
Accrued income		<u>11,040</u>	<u>-</u>		
22. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2021	2020		
		£	£		
Trade creditors		14,973	5,540		
Social security and other taxes		8,525	9,039		
Other creditors		574	-		
Accrued expenses		<u>50,243</u>	<u>33,926</u>		
		<u>74,315</u>	<u>48,505</u>		
23. LEASING AGREEMENTS					
Minimum lease payments under non-cancellable operating leases fall due as follows:					
		2021	2020		
		£	£		
Within one year		37,007	17,752		
Between one and five years		<u>14,064</u>	<u>16,134</u>		
		<u>51,071</u>	<u>33,886</u>		
24. ANALYSIS OF NET ASSETS BETWEEN FUNDS		2021	2020		
			as restated		
	Unrestricted funds	Designated funds	Restricted funds	Total funds	Total funds
	£	£	£	£	£
Fixed assets	18,801	-	-	18,801	12,663
Investments	1	-	-	1	1
Current assets	589,861	140,000	124,909	854,770	702,610
Current liabilities	(74,315)	-	-	(74,315)	(48,505)
Pension liability	<u>(3,000)</u>	-	-	<u>(3,000)</u>	<u>(3,000)</u>
	<u>531,348</u>	<u>140,000</u>	<u>124,909</u>	<u>796,257</u>	<u>663,769</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

25. MOVEMENT IN FUNDS

	At 1.4.20 £	Prior year adjustment £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds					
General fund	418,937	(5,733)	68,776	52,368	534,348
Legacies & Special Purposes Fund	179,929	-	-	(179,929)	-
Age Concern Defined Benefit Pension Fund	(3,000)	-	-	-	(3,000)
Dilapidations	-	-	-	40,000	40,000
IT equipment	-	-	-	25,000	25,000
Strategic Development	-	-	-	25,000	25,000
Business Development	-	-	-	50,000	50,000
	<u>595,866</u>	<u>(5,733)</u>	<u>68,776</u>	<u>12,439</u>	<u>671,348</u>
Restricted funds					
Legacies & Special Purposes	35,926	-	-	-	35,926
Activities - Development Projects	15,262	-	(15,014)	-	248
IT Club	2,293	-	(2,293)	-	-
Salisbury Health Activities	1,700	-	-	-	1,700
Well Being	7,474	-	(7,474)	-	-
Chippenham Borough Lands	10,981	-	(3,741)	(3,986)	3,254
National Lottery Community Fund	-	-	37,304	-	37,304
WASP - GOGA project	-	-	25,913	-	25,913
Wiltshire Community Foundation - Surviving Winter	-	-	15,564	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	-	-	8,453	(8,453)	-
Retain Healthcare (Click & Connect)	-	-	5,000	-	5,000
	<u>73,636</u>	<u>-</u>	<u>63,712</u>	<u>(12,439)</u>	<u>124,909</u>
TOTAL FUNDS	<u>669,502</u>	<u>(5,733)</u>	<u>132,488</u>	<u>-</u>	<u>796,257</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

25. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	844,810	(776,034)	-	68,776
Age Concern Defined Benefit Pension Fund	-	3,000	(3,000)	-
	<u>844,810</u>	<u>(773,034)</u>	<u>(3,000)</u>	<u>68,776</u>
Restricted funds				
Activities - Development Projects	-	(15,014)	-	(15,014)
IT Club	-	(2,293)	-	(2,293)
Well Being	-	(7,474)	-	(7,474)
Chippenham Borough Lands	-	(3,741)	-	(3,741)
WASP - Fitness & Friendship	10,127	(10,127)	-	-
EoN	34,844	(34,844)	-	-
Building resilience	7,313	(7,313)	-	-
AUKN Covid emergency appeal	50,557	(50,557)	-	-
Armed Forces Covenant grant	18,800	(18,800)	-	-
Radian Group	750	(750)	-	-
Later Life Goals	7,000	(7,000)	-	-
National Lottery Community Fund	76,798	(39,494)	-	37,304
Friends & Forum	750	(750)	-	-
WASP - tackling inequality	3,125	(3,125)	-	-
WASP - GOGA project	33,120	(7,207)	-	25,913
Groundwork UK	500	(500)	-	-
Neighbourly Limited	400	(400)	-	-
The Openwork Foundation	10,000	(10,000)	-	-
Wiltshire Community Foundation - Surviving Winter	38,900	(23,336)	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	10,431	(1,978)	-	8,453
Retain Healthcare (Click & Connect)	5,000	-	-	5,000
	<u>308,415</u>	<u>(244,703)</u>	<u>-</u>	<u>63,712</u>
TOTAL FUNDS	<u>1,153,225</u>	<u>(1,017,737)</u>	<u>(3,000)</u>	<u>132,488</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

25. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	284,223	89,482	39,499	413,204
Legacies & Special Purposes Fund	179,929	-	-	179,929
Development & Innovation Fund	14,500	-	(14,500)	-
Salisbury Dilapidations Fund	12,029	-	(12,029)	-
Age Concern Defined Benefit Pension Fund	<u>(15,000)</u>	<u>12,000</u>	<u>-</u>	<u>(3,000)</u>
	475,681	101,482	12,970	590,133
Restricted funds				
Legacies & Special Purposes	35,926	-	-	35,926
Wiltshire Involvement Network	1,097	(1,097)	-	-
ACE Emergency Grant - Swindon Development	772	(772)	-	-
Swindon Befriending	15,241	(15,241)	-	-
I&A Warm & Well	7,604	(7,604)	-	-
Activities - Development Projects	15,262	-	-	15,262
Home from Hospital	13,303	-	(13,303)	-
IT Club	2,293	-	-	2,293
Salisbury Health Activities	1,700	-	-	1,700
John Lewis - "Man in the Moon" Campaign	571	(571)	-	-
Downton Project	1,552	(1,552)	-	-
Well Being	-	7,474	-	7,474
Zurich Toothill	2,005	(2,055)	50	-
Health Education England - Community Mental Health	73,257	(73,257)	-	-
NHS - Calderdale Project	8,552	(8,552)	-	-
Public Health England - HIV Project	14,092	(14,092)	-	-
Clothworkers Toothill	-	(199)	199	-
West Swindon PC	-	(84)	84	-
Chippenham Borough Lands	<u>-</u>	<u>10,981</u>	<u>-</u>	<u>10,981</u>
	<u>193,227</u>	<u>(106,621)</u>	<u>(12,970)</u>	<u>73,636</u>
TOTAL FUNDS	<u><u>668,908</u></u>	<u><u>(5,139)</u></u>	<u><u>-</u></u>	<u><u>663,769</u></u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

25. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, Included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	638,524	(549,042)	-	89,482
Age Concern Defined Benefit Pension Fund	-	9,000	3,000	12,000
	<u>638,524</u>	<u>(540,042)</u>	3,000	101,482
Restricted funds				
Wiltshire Involvement Network	-	(1,097)	-	(1,097)
ACE Emergency Grant - Swindon Development	-	(772)	-	(772)
Swindon Befriending	-	(15,241)	-	(15,241)
I&A Ambitions for Later Life	14,000	(14,000)	-	-
I&A Warm & Well	46,781	(54,385)	-	(7,604)
John Lewis - "Man in the Moon" Campaign	-	(571)	-	(571)
Downton Project	-	(1,552)	-	(1,552)
Well Being	40,000	(32,526)	-	7,474
Zurich Toothill	-	(2,055)	-	(2,055)
I&A Friends and forum	2,250	(2,250)	-	-
Health Education England - Community Mental Health	-	(73,257)	-	(73,257)
NHS - Calderdale Project	(3,100)	(5,452)	-	(8,552)
Public Health England - HIV Project	8,580	(22,672)	-	(14,092)
Morrison Foundation	1,000	(1,000)	-	-
Clothworkers Toothill	10,000	(10,199)	-	(199)
West Swindon PC	14,539	(14,623)	-	(84)
Smart Meter Project	7,728	(7,728)	-	-
Chippenham Borough Lands	10,981	-	-	10,981
WASP - Fitness& Friendship	16,861	(16,861)	-	-
	<u>169,620</u>	<u>(276,241)</u>	-	<u>(106,621)</u>
TOTAL FUNDS	<u>808,144</u>	<u>(816,283)</u>	<u>3,000</u>	<u>(5,139)</u>

Information on material funds:

Legacies & Special Purposes: This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Swindon Befriending: A grant received to support adult care services in Swindon.

I&A - Warm & Well: Project to provide advice on income maximisation and benefit checks in the homes of vulnerable older people and providing information on staying warm in the home.

Activities - Development Projects: Grants received to support development and expansion of the Active Ageing department and to purchase new equipment. Received from Warminster Town Council, Sport England and Armed Forces Covenant.

Well Being: Service offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous.

WASP - Fitness and Friendship: to engage older people in and deliver fitness programmes.

Health Education England - Community mental health: A comprehensive programme of FREE training on various aspects of mental health available to people working across Bath & North East Somerset, Wiltshire and Swindon. The programme aims to raise awareness of mental health issues and to help people deal more effectively with those who are experiencing poor mental health.

Public Health England - HIV project: A campaign aimed at the over 50s of BANES, Swindon & Wiltshire to make them aware of the risks of HIV and encourage them to be proactive in maintaining their sexual health.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

25. MOVEMENT IN FUNDS - continued

Chippenham Borough Lands: Capital seed funding to enable creation and ongoing support for one cohort of 50 customers, aged 70+, living in Chippenham, to receive on average one meal per day

WASP - Fitness & Friendship: to engage older people in and deliver fitness programmes.

EON - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

National Lottery Community Fund: Grant to support the development of the Meals+ service

AUKN Covid Emergency appeal - emergency funding to support the charity during Covid-19

Armed Forces Covenant grant - to provide practical and emotional support to an estimated 54,000 retired Armed Forces Veterans living in the county of Wiltshire.

WASP - Get Out Get Active (GOGA) project - to provide a mix of opportunities to support older people to enjoy being "Active Together". The project aims to inspire and support volunteers, coaches and communities to improve the health & well-being of everyone involved.

The Openwork Foundation - to extend the information and advice service to older people living in the Swindon area.

Wiltshire Community Foundation - surviving winter - to provide winter fuel grants to older people in receipt of means tested benefits.

Wiltshire Community Foundation - covid 19 response grant - to increase the capacity of the Meals+ service enabling Age UK Wiltshire to respond to the increased demand created as a result of the Covid-19 pandemic.

Transfers between funds

The following transfers took place during the year:

Transfer from	Transfer to	£	Reason
WCF Covid 19 Response	Unrestricted fund	8,583	Fund spent on fixed assets
Chippenham Borough Lands	Unrestricted fund	3,986	Fund spent on fixed assets

26. EMPLOYEE BENEFIT OBLIGATIONS

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

The most recent comprehensive actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2021 by an independent qualified actuary. The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projects Unit Method.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in the Statement of Financial Activities are as follows:

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Current service cost	-	-
Past service cost	-	-
Administration expenses	<u>2,000</u>	<u>2,000</u>
	<u>2,000</u>	<u>2,000</u>
Actual return on plan assets	<u>32,000</u>	<u>23,000</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Opening defined benefit obligation	323,000	313,000
Interest cost	7,000	7,000
Actuarial losses/(gains)	28,000	13,000
Benefits paid	<u>(10,000)</u>	<u>(10,000)</u>
	<u>348,000</u>	<u>323,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Opening fair value of scheme assets	320,000	298,000
Contributions by employer	5,000	11,000
Interest income	7,000	7,000
Actuarial gains/(losses)	25,000	16,000
Benefits paid	(10,000)	(10,000)
Administration costs incurred	<u>(2,000)</u>	<u>(2,000)</u>
	<u>345,000</u>	<u>320,000</u>

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Actuarial gains/(losses)	<u>(3,000)</u>	<u>3,000</u>
	<u>(3,000)</u>	<u>3,000</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2021	2020 as restated
Equities	19.30%	14.70%
Diversified growth fund	12.50%	12.40%
Matching assets-bonds & gilts	65.80%	64.80%
Property	-	7.10%
Cash	<u>2.40%</u>	<u>1.00%</u>
	<u>100.00%</u>	<u>100.00%</u>

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2021	2020 as restated
Discount rate	2.10%	2.20%
CPI inflation	2.30%	1.80%
Future pension increases (RPI 3-5)	3.10%	3.00%
Future pension increases (RPI 2.5)	2.50%	2.50%
RPI inflation	3.10%	2.80%

Main demographic assumptions: 2021: 95% of S3P base tables projected by year of birth assuming future improvements inline with CMI 2020 core projections with a long-term rate of improvement of 1.0% 2020: S3P base tables projected by year of birth assuming future improvements in line with CMI 2019 core projections with a long-term rate of improvement of 1.0% p.a.

Mortality	2021	2020
Life expectancy for male currently aged 65	22.1 years (age 87.1)	21.7 years (age 86.3)
Life expectancy for female currently aged 65	24.4 years (age 89.4)	24.0 years (age 88.2)
Life expectancy for male currently aged 45	23.1 years (age 88.1)	22.7 years (age 87.3)
Life expectancy for female currently aged 45	25.6 years (age 90.6)	25.2 years (age 89.4)

Allowance has been made for members to exchange 80% of the maximum cash allowance available upon retirement.

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £51,328 (2020, £50,461). At 31 March 2021 £47 (2020: £nil) of contributions were payable.

27. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

The charity engaged the services of Goughs Solicitors (whom the trustee, E Taylor, is a partner of) for legal advice with a fee of £1,867.