

Charity number: 900542

Company number: 02452302

**Age Concern in Cornwall and the Isles of Scilly**  
**Trading as Age UK Cornwall & the Isles of Scilly**

**(A COMPANY LIMITED BY GUARANTEE)**

**Trustees' Annual Report and Financial Statements**

**For The Year Ended 31 March 2025**

**"Our aim is to enrich the quality of life for older people  
in Cornwall and the Isles of Scilly"**

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
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**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
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**Members**

**Membership Includes:**

Mrs H Cridland  
Mrs CA Gilmore  
Mrs AA Burley  
Mr MP Jefferson  
Mrs P Causey  
Mrs K Carey  
Mrs K Gannon (resigned 17 April 2025)  
Mrs MM Ford (resigned 19 December 2024)  
Mr C Garrick (resigned 19 December 2024)  
Mrs S Hancock (resigned 19 December 2024)

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
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**Trustees' annual report**  
**For the year ended 31 March 2025**

The trustees present their annual report for the year ended 31 March 2025, together with the audited financial statements for the year which are prepared to meet the requirements for a director's report and financial statements for Companies Act purposes.

The financial statements comply with the Charities Act 2011, Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting for Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**Purpose and activities**

**1. Our charitable purposes**

We are the voice of age in Cornwall and the Isles of Scilly. We were established in 1972 as Age Concern Cornwall and in October 2011, we became Age UK Cornwall and the Isles of Scilly, a brand partner of Age UK formed by the merger of Age Concern England and Help the Aged.

We are the leading independent charity in Cornwall and the Isles of Scilly working to improve the wellbeing of people in later life. Our organisation and its subsidiary company, Transport Access People (TAP), has operated on five basic purposes:

To provide navigation, support, products and services that promote independence, control and choice.

To provide support to communities, (geographic and those of shared interest /identity), and volunteers so that they might offer support to individuals and families;

To improve public awareness by providing opportunities for people as they age, and in later life, to have their voices heard and by transmitting the needs and views of older people;

To support our staff teams to explore and promote new and creative ways of meeting established and newly identified needs affecting people, as they age, and in later life, their families, carers and communities; and

To work in partnership with others to promote wellbeing, individual and community resilience and sustainable support and services.

**Our vision, mission, and principles**

Our vision is about the art of what is possible; we want to make a reality of the future we all want and play an active role in nurturing communities where people have opportunities to flourish in later life.

Our mission is simple: "to improve the wellbeing of people in later life" and "to inspire people and communities to age and live well". We will realise this through vital navigation, support and community engagement.

Our principles underpin what we do and form the backbone of our priorities and our plans.

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**Purpose and activities (continued)**

***Our principles:***

***We are inclusive*** – we treat people as we would like to be treated ourselves and we will work with people of all ages, abilities, characteristics and lifestyles to enable and support well-being.

***We are respectful*** – we are all human beings deserving of respect from one another.

***We are positive*** – we focus on the positive aspects of later life and show what's good about age. We can't always do everything we could do when we were younger, but there are things that we can do now that we couldn't before; things that we know now that we didn't know before and sometimes time to do things that we couldn't before.

***We are truthful and realistic*** – we are honest, even if things are sometimes difficult to say. We talk openly and directly, truthfully, and naturally; we will put the needs of people in later life, and what matters to people we support, above the organisational self-interest. We will be honest about what works and what doesn't.

***We offer solutions and benefits*** - people use and buy things that will benefit them. We provide services for people who are vulnerable, sometimes frail, isolated and lonely and we are proud of what we do. We will only provide products and services that improve quality of life.

***Our values***

We are a value based organisation and our values guide us with our approach and our aims. They also guide our service delivery, our training and our work with our partners.

***Caring*** – we aim to be approachable, accessible, responsible and empathetic; caring about what people in later life think, what people need and what matters to them, and the needs and ambitions of our staff and volunteers.

***Effectiveness*** – we aim to have the best standards we can in all our services, focussing clearly on our Code of Conduct, continual improvement and being open to feedback and challenge.

***Influencing*** – we aim to create opportunities to enable the voice of people to be heard on matters that concern them and to use their voices to change attitudes and perceptions of ageing.

***Enabling*** – we aim to maximise individual independence by offering people as little or as much help as they need to help themselves and by brokering solutions with and on behalf of people.

***Innovation*** – we aim to find new and diverse ways of doing things that meet the needs of people in later life and take managed risks in exploring new ways forward.

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**Purpose and activities (continued)**

**2. Our progress**

A review of our services is available in the annual Review on our website [www.ageukcornwall.org.uk](http://www.ageukcornwall.org.uk). The extracts below represent a snapshot of activity, a review of key priorities and our vision for the forthcoming year.

From April 2024 to March 2025, we provided information, services, transport, and assistance to people through over 150,000 individual activities. Our activity across services included:

- 64,232 calls were answered by Gateway and our TAP teams; 98% of the actions recorded on Charitylog were considered successful.
- £1,024,459.80 in annualised entitlements, were realised for people we have supported
- 3,885 weekly support sessions provided by hospital and home
- 846 people supported to return home from hospital
- 453 people prevented from admission to hospital
- 3,161 individuals were transported and supported to their hospital appointments, throughout Cornwall totalling 76,327 journeys
- 76,327 journeys were provided for non-emergency healthcare journeys, and 13,052 dial ride journeys provided
- 61,235 contacts were made via Community Gateway
- 998 people were supported through Personal health Budgets and Household Support Grant

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**Purpose and activities (continued)**

Over the last 12 months, we have continued our focus on creating stability and supporting people through turbulent times. This includes:

- Reviewing and reshaping parts of our organisational structure to 1. incorporate new services and contracts. 2. Review and reshape some existing services to respond to changing needs.
- Reviewing the financial sustainability of all our services and identifying long-term financial plans.
- Gateway and our community wellbeing offers, with a guided conversation to support the individual to engage with the right support, continue to be central to our organisation's charitable activities.
- Expanding our Gateway offer to include new services such as WorkWell and supporting the development of neighbourhood health and social care programmes / services.
- Working with partners to continually develop our ability to support and navigate to the most relevant organisation, agency or group using the knowledge and contacts we have gathered.
- Establishing a network of volunteers and working with community hubs, groups, and partners to grow this resource to enable the individual, who needs a little more help, to access support and to become socially active, through peer support and confidence building.
- Focusing on conversations about "what matters to me", connecting our services with others to shape around individual needs and wants.
- Reviewing, transforming, and strengthening our approach to business critical infrastructure requirements, including legislative compliance and quality standards.

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**Purpose and activities (continued)**

**3. Our priorities**

Our focus this year is to continue to evolve an organisational structure that is sustainable, financially balanced and creates a foundation that is fit for the future. We have five simple priorities:

- To work with partners (VCSE and statutory) to expand our Gateway and advice services into a space for people to tell their story, to navigate to the right place at the right time and create connection between statutory services and all the community can offer.
- To create sustainable and resilient care, transport connectivity and support services including working with local groups, organisations and partners to nurture a menu of support and an effective network of volunteers.
- To work in partnership to create a range of holistic activities, products and services to meet people's and communities' needs.
- To engage and support our staff and volunteer teams to take control of their activities, develop their skills, and prioritise their own well-being.
- To embed the integration of robust evidence gathering to consistently and accurately demonstrate the positive difference and impact we make.

With our Executive Board, we have set measurements to assess success, including:

- Consistently developing and reviewing our Gateway offer to ensure that at least 95% of contacts are supported to navigate and engage with the support that matters to them – this is measured by the satisfaction of callers.
- Improving processes in volunteer recruitment to strengthen the number of volunteers supported into activities within 56 days of logging their interest with us.
- Ensuring that all staff and volunteer teams have consistent induction and support; undergoing regular surveys, focus groups and discussions to embed a culture of well-being, positive challenge, continual improvement and self-responsibility.
- Providing teams with ready access to training and development resources to support personal and professional development as well as ensuring we meet the necessary compliance requirements of contracts and / or legislation.
- Working in partnership with like-minded organisations to continue the development of a simple point of contact to community activity and support.
- Meet the quality standards for information and advice as identified by Age UK national. To meet the accreditation standards required to underpin our services and contracts held.
- Continue to develop an Innovation Investment plan with Trustees and our teams focusing on the development of new ideas, new ways of delivering existing services and, sustainable charging for services.



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**Purpose and activities (continued)**

**4. Our assets**

Our ability to provide, thrive and survive is dependent on the quality of our staff team, our volunteers and on our funding.

**Our employees**

We are blessed with a quality of employees that any organisation would be proud of. Recent years have offered challenge and our focus has been on striving to create a workforce that is resilient, supportive, responsible, and engaged. Our Healthy Workplace Team pursues new ways to support our teams through inclusive practice, together with team meetings, newsletters, blogs and forums. We constantly encourage opportunities to engage and respond to requests, ideas, compliments, and complaints, ensuring that each is used as a mechanism for review and improvement.

**Our volunteers**

Our work would not be possible without the commitment and contribution made by our bank of dynamic and professional volunteers who freely give their time for the benefit of seniors in the county and beyond. We have volunteers from a wide range of backgrounds making a tremendous difference to the quality of life of people and their families. Volunteers are the glue that holds rural communities such as ours together and we are privileged that so many decide to work with us to achieve our goals.

The charity is not just grateful but dependent on the unstinting efforts of its volunteers, including our Trustees, who are involved in all aspects of the provision of our services. The legacy from the pandemic and seemingly never-ending era of austerity continues to endure in the way volunteers want, and are able, to engage with us. It continues to impact on the availability of volunteers and the roles that they can fulfil. However, their willingness to get involved in activities that support those impacted by the contemporary challenges continues to be fantastic.

**Our funders**

We are indebted to all those who provide legacies, donate funds and provide resources in kind to our charity and we use this resource wisely and sensitively. Without such generosity, we would not be able to provide the range of support and services to our seniors in Cornwall and the Isles of Scilly.

**5. Our Subsidiary Companies**

**TAP – Transport Access People**

During this year hospital transport services were retendered and due to the complexity of the proposed contract we made the decision not to bid. From December 2024 TAP began to transition away from the contract providing support until the end of February 2025 to help the transition to the new provider.

The board of directors considered the viability of this company moving forward and agreed that TAP would cease to trade from 1 February 2025.

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**Purpose and activities (continued)**

The future of services is never clear with a constant rolling programme of contracting however we are confident that with appropriate adjustments to the operational model TAP can transition to a Community Transport Service and continue to offer a unique and creative solution to transport in Cornwall and beyond.

**Age Concern Cornwall Trading**

Age Concern Cornwall Trading ceased trading at the end of March 2018.

**Employee and service user involvement**

Employees and service users have been consulted on issues of concern to them by means of regular meetings, newsletters, and forum. Our steering groups, team meetings, newsletters and forums are opportunities to engage and respond to requests, ideas and complaints ensuring that each is used as a mechanism for review and improvement.

All staff have given outstanding and supportive service during 2024/2025. For those no longer on the "payroll" we wish them well. For those still with us, "keep up the good work".

**Fundraising**

Age UK Cornwall and The Isles of Scilly carries out fundraising across all areas of the charity and employs a part time Charity Fundraiser who takes responsibility for our relationship with external bodies and businesses, who promote the organisation and where corporate fundraising takes place.

Small amounts are raised by our Day Centres / Hubs through fetes, raffle type activities, and sponsored events.

The Charity is registered with the Fundraising Regulator and has complied with the scheme at all times.

The Charity has not received any complaints regarding any aspect of its fundraising activities and is mindful of the need to protect vulnerable people, many of whom attend our day centres and related events.

As a charity committed to supporting people in later life, we seek to ensure that all staff and volunteers involved in the charity adhere to our Code of Conduct, which not only respects the rights and freedoms of our teams but also the people supported through all of our activities.

**Financial review and results for the year**

The group statement of financial activities for the year is set out on page 21 of the financial statements. A summary of the financial results and the work of the charity are set out below.

**Income generation**

The group's income available for the charitable application decreased from £4,728,651 to £4,686,548. Income from charitable activities increasing from £4,530,933 to £4,584,916. Donations and legacies decreased from £125,992 to £19,144. This level of income is a great achievement and the charity thanks all the staff and volunteers for their hard work.

**Investment income**

Investment income has increased from £71,726 to £82,488 this year (2024: increased from £26,078 to £71,726).

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**Expenditure and services**

Transport Access People at a cost of £639,028 (2024: £919,898) and Active Living at a cost of £940,794 (2024: £863,537) continue to be a significant part of the group's activities, as is Gateway Support Programme £632,713 (2024: £632,785), Home & Hospital at a cost of £523,197 (2024: £764,456) Social Prescribing (Cornwall) at a cost of £457,980 (2024: £415,342) and Inclusion Matters £154,846 (2024: £139,354).

**Reserves policy**

Sufficient funds are required to be held in the reserves of Age UK Cornwall & The Isles of Scilly to provide:

- Working capital equivalent to between three- and six-month's expenditure
- Protection against the unpredicted loss of funding and
- A hedge against liabilities

The Trustees have established a policy whereby the charity's unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to £1,200,000 in general funds. At this level the Trustees feel that they would be able to continue the current activities of the charity. In the event of a significant drop in funding, it would obviously be necessary to consider how the funding would be replaced or activities changed.

At the end of March 2025, the free reserves, which amount to £1,171,592 held in the general fund, are slightly below this range.

Sufficient reserves should be retained under each of the restricted funds to meet the charity's obligations under that fund.

The level of reserves is monitored and reviewed by the Trustees quarterly and forms part of the responsibilities of the Finance Sub Committee.

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**Fund accounting policy**

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources receivable or generated for the general work of the Charity.

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

**Investment policy and objectives**

In view of the limited financial reserves available to finance the operations of the charity, the Trustees have decided that it would not be appropriate to invest surplus funds long term. Instead the funds are invested in a COIF Charities Deposit Fund in order to be readily available to meet any short-term cash requirements.

**Reference and administrative details**

Registered name	Age Concern in Cornwall and the Isles of Scilly
Operating name	Age UK Cornwall & the Isles of Scilly
Company registration number	02452302
Charity registration number	900542

**Trustees**

The following trustees constitute directors of the company for the purpose of the Companies Act 2006.

Mrs K Gannon *	(Treasurer - Resigned 17 April 2025)
Mrs H Cridland	(Appointed 19 December 2024)
Mrs CA Gilmore	(Appointed 19 December 2024)
Mrs AA Burley *	(Treasurer from 19 December 2024)
Mr MP Jefferson	
Mrs P Causey	
Mrs K Carey *	(Chair from 19 December 2024)
Mrs MM Ford	(Chair – resigned 19 December 2024)
Mr C Garrick	(Vice Chair - Resigned 19 December 2024)
Mrs S Hancock	(Resigned 19 December 2024)

No trustees have any beneficial interest in the charitable company. All trustees are members of the charitable company and guarantee to contribute £1 in the event of a winding up. Trustees are elected by the members.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 11 to the financial statements.

\* Member of the finance subcommittee.

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**Key Management Personnel**

Chief Executive	Mrs T Roose
Director of Finance	Mr S Perry
Director of Transport	Miss A Lewis
Director of Transformation	Mr K Yates

Principal address of the charity	Boscawen House Chapel Hill Truro Cornwall TR1 3BN
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[www.ageukcornwall.org.uk](http://www.ageukcornwall.org.uk)

Registered office	Boscawen House Chapel Hill Truro Cornwall TR1 3BN
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Bankers	Lloyds Bank Plc 7 Boscawen Street Truro Cornwall TR1 2QT
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Solicitors (general matters)	Coodes Elizabeth House Castle Street Truro Cornwall TR1 3AP
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Solicitors (employment)	Nash & Co Beaumont House Beaumont Park Plymouth Devon PL4 9BD
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Auditors	BK Plus Audit Limited 3 Chapel Street Redruth Cornwall TR15 2BY
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**Trustees' annual report**  
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**Structure, governance and management**

**Governing document**

Age Concern in Cornwall and the Isles of Scilly is a charity established as a company limited by guarantee and was set up in 1989. It is governed by the Memorandum and Articles of Association dated 13 December 1989 as amended on 19 August 1998, 10 September 2003 and 9 December 2012. It is registered as a charity with the Charity Commission. In the event of winding up the members agree to contribute an amount not exceeding £1 to the assets of the charity.

**Recruitment and induction of trustees**

A panel comprising of existing trustees selects members of the Trustees Board. Applications for Trusteeship are sought by contacting local Age Concern groups and member organisations in Cornwall and requesting nominations for vacancies. Trustees serve for a three-year period and at the end of that period they may be re-elected for a further three year period. New trustees are inducted into the workings of the charity.

**Organisation**

Age Concern in Cornwall and the Isles of Scilly is an independent charity although it is in contact with other similar charities and in particular shares information with the network of charities under the Age UK umbrella.

The trustees are responsible for the overall management and conduct of the charity and meet regularly throughout the year. They receive reports from a sub-committee on specific matters.

The day to day management of Age Concern in Cornwall and the Isles of Scilly is delegated to the Chief Executive. Each of the activities undertaken is controlled by a manager who reports to the Chief Executive.

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**Risk management strategy**

Unanticipated risks and unintended events can present risks to the charity and others. Age Concern in Cornwall and the Isles of Scilly has a better chance of averting the risks if everyone concerned makes informed choices and decisions based on the best possible information and an analysis of the options available. We cannot avert all risks, but we can take precautions to lessen the impact with good planning and well considered and timely responses.

The process for developing a risk management strategy involves people at all levels of the organisation and includes:

- The risk assessment phase including gathering information, reviewing potential risks and an analysis of our organisational strengths and weaknesses.
- The risk analysis stage focusing on categorising and prioritising the risks identified.
- The risk management phase including the development of a plan to deal with risks, agreeing and communicating the plan and reviewing the organisational policies and practices.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and in planning future activities. In particular the trustees consider how planned activities will contribute to the aims and objectives set.

**Related parties**

The charity has two wholly owned subsidiaries as follows:

- Transport Access People Limited – operates a transport service
- Age Concern Cornwall Trading Limited – dormant

The performance of these subsidiaries is disclosed in note 13 of the financial statements.

**Pay policy for senior staff**

The directors consider the board of directors, who are the charity's trustees, and the senior management team comprise the key management personnel of the charity to be in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received any remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 11 to the financial statements.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in other similar organisations.

**Auditors**

A resolution proposing BK Plus Audit Limited be reappointed as auditors of the group and the company will be put to the Annual General Meeting.

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**Trustees' annual report**  
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**Statement of trustees' responsibilities**

The trustees (who are also directors of Age Concern in Cornwall and the Isles of Scilly, for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and charitable company and of the incoming resources and application of resources, including income and expenditure of the group and 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 of the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards has been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the group and charitable company will continue in operation.

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

**Statement of disclosure to auditor**

In so far as the trustees are aware, there is no relevant audit information of which the group and charitable company's auditors are unaware. Additionally, the trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the group and charitable company's auditors are aware of that information.

This report has been prepared in accordance with the special provision of Part 15 of the Companies Act 2006 relating to small companies.

In approving the Trustees' Annual Report, we also approve the Strategic report included therein, in our capacity as company directors.

By order of the trustees

K Carey  
Trustee



Date: 1<sup>st</sup> December 2025



## **Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**

### **Trading as Age UK Cornwall & the Isles of Scilly**

Independent auditors' report to the members of Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

We have audited the financial statements of Age Concern in Cornwall and the Isles of Scilly (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, consolidated and company balance sheet, consolidated statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

### **Opinion**

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2025, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent 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 company's ability to continue as a going concern for a period of at least twelve months from when the original 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 trustees' annual report, other than the financial statements and our auditor's report thereon.

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Independent auditors' report to the members of Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

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

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

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

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

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 14, 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.

## **Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**

### **Trading as Age UK Cornwall & the Isles of Scilly**

Independent auditors' report to the members of Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

In preparing the group financial statements and parent charitable company financial statements, the trustees are responsible for assessing the group's and parent 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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the charity at the planning stage of the audit. The charity is subject to laws and regulations that directly affect the financial statements, specifically the Companies Act 2006, Charities Act 2011 and Charities Statement of Recommended Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items. The charity is also subject to laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation or loss of the charity's ability to operate. In making this assessment we determined that the most significant elements of legislation include those relating to employment laws and regulations, health and safety standards and compliance with grant funding contracts.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- Making enquiries of management regarding their knowledge of any non-compliance with such laws and regulations that could affect the financial statements. As part of these enquiries, we also discussed with management changes in risk assessment relating to fraud, and whether there have been any known instances, allegations or suspicions of fraud, of which there were none.
- Considering the filings made at Companies House and the Charity Commission, and any omissions thereon, of which none were identified.
- Discussing with management compliance with health and safety legislation, including any reforms to these.
- Making enquiries of management and reviewing charity expenditure for any evidence of disputes, actual or potential litigation and claims, with regulators or any other such body.
- Reviewing documentation from fund providers to test whether funds had been appropriately claimed and utilised for purposes as set out in the respective contract terms.

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
**Trading as Age UK Cornwall & the Isles of Scilly**

Independent auditors' report to the members of Age Concern in Cornwall and the Isles of Scilly  
(Limited by Guarantee)

- Auditing the risk of management override of controls, including through testing of journal entries and other adjustments for appropriateness and evaluating the rationale for significant transactions outside the normal course of business activities, of which there were none.
- Reviewing estimates and judgements made in the financial statements for any indication of bias and challenged assumptions used by management in making the estimates.
- Reviewing trustee meeting minutes and correspondence with regulators to corroborate the findings from the above.

Due to the inherent limitations of an audit, there remains a risk that we may not have detected some material misstatements in the financial statements or non-compliance with laws and regulations. This is despite the fact that we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed irregularities are from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. As with any audit, there remained a high risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. This risk was reduced by a thorough review of all controls in place that monitor items and transactions affecting the financial statements. The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.

All relevant laws, regulations and significant risks of fraud identified have been clearly communicated to each member of the audit engagement team. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable parent company's trustees, 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 group's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



David Hastings FMAAT ACA (Senior Statutory Auditor)  
For and on behalf of BK Plus Audit Limited  
Statutory Auditors

3 Chapel Street  
Redruth  
Cornwall  
TR15 2BY

Date 11<sup>th</sup> December 2025

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
**Trading as Age UK Cornwall & the Isles of Scilly**

Consolidated statement of financial activities (incorporating income and expenditure account)  
For the year ended 31 March 2025

	Notes	Restricted Funds £	Endowment Funds £	Unrestricted Funds £	2025 Total Funds £	2024 Total Funds £
<b>Income from:</b>						
Donations and legacies	3	140	-	19,004	19,144	125,992
Charitable activities	4	1,451,695	-	3,133,221	4,584,916	4,530,933
Investment income	5	-	-	82,488	82,488	71,726
<b>Total income</b>		1,451,835	-	3,234,713	4,686,548	4,728,651
<b>Expenditure on:</b>						
Charitable activities	7	1,183,056	-	3,276,752	4,459,808	4,947,484
<b>Total expenditure</b>	8	1,183,056	-	3,276,752	4,459,808	4,947,484
Net gains/(losses) on investments		-	-	2,001	2,001	3,507
<b>Net (expenditure)/ income for year</b>	9	268,779	-	(40,038)	228,741	(215,326)
Transfers		12,290	-	(12,290)	-	-
<b>Net movement in funds</b>		281,069	-	(52,328)	228,741	(215,326)
Total funds brought forward		492,670	324,602	2,082,669	2,899,941	3,115,267
<b>Total funds carried forward</b>		773,739	324,602	2,030,341	3,128,682	2,899,941

All income and expenditure are derived from continuing activities.

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
**Trading as Age UK Cornwall & the Isles of Scilly**

Company statement of financial activities (incorporating income and expenditure account)  
For the year ended 31 March 2025

Notes		Restricted Funds £	Endowment Funds £	Unrestricted Funds £	2025 Total Funds £	2024 Total Funds £
<b>Income from:</b>						
Donations and legacies	3	140	-	18,371	18,511	125,992
Charitable activities	4	1,451,695	-	2,492,686	3,944,381	3,615,510
Investment income	5	-	-	84,968	84,968	75,425
<b>Total income</b>		<b>1,451,835</b>	<b>-</b>	<b>2,596,025</b>	<b>4,047,860</b>	<b>3,816,927</b>
<b>Expenditure on:</b>						
Charitable activities	7	1,183,056	-	2,637,723	3,820,779	4,041,586
<b>Total expenditure</b>	<b>8</b>	<b>1,183,056</b>	<b>-</b>	<b>2,637,723</b>	<b>3,820,779</b>	<b>4,041,586</b>
Net gains/(losses) on investments		-	-	2,001	2,001	3,507
<b>Net (expenditure)/ income for year</b>	<b>9</b>	<b>268,779</b>	<b>-</b>	<b>(39,697)</b>	<b>229,082</b>	<b>(221,152)</b>
Transfers		12,290	-	(12,290)	-	-
<b>Net movement in funds</b>		<b>281,069</b>	<b>-</b>	<b>(51,987)</b>	<b>229,082</b>	<b>(221,152)</b>
Total funds brought forward		492,670	324,602	2,073,498	2,890,770	3,111,922
<b>Total funds carried forward</b>		<b>773,739</b>	<b>324,602</b>	<b>2,021,511</b>	<b>3,119,852</b>	<b>2,890,770</b>

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
**Trading as Age UK Cornwall & the Isles of Scilly**

Consolidated and company balance sheets  
As at 31 March 2025

	Notes	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
<b>Fixed Assets</b>					
Tangible assets	12	206,667	230,447	206,667	228,949
Investments	13	-	-	9	9
		<u>206,667</u>	<u>230,447</u>	<u>206,676</u>	<u>228,958</u>
<b>Current assets</b>					
Stock	14	2,796	2,777	2,796	2,777
Debtors	15	335,164	600,131	326,588	527,115
Investments	16	79,142	77,141	79,142	77,141
Cash in bank and in hand	17	2,772,523	2,279,906	2,765,292	2,249,634
<b>Total current assets</b>		<u>3,189,625</u>	<u>2,959,955</u>	<u>3,173,818</u>	<u>2,856,667</u>
<b>Creditors: amounts falling due within one year</b>	18	<u>(267,610)</u>	<u>(290,461)</u>	<u>(260,642)</u>	<u>(194,855)</u>
<b>Net current assets</b>		<u>2,922,015</u>	<u>2,669,494</u>	<u>2,913,176</u>	<u>2,661,812</u>
<b>Net assets</b>	20	<u>3,128,682</u>	<u>2,899,941</u>	<u>3,119,852</u>	<u>2,890,770</u>
<b>Funds of the charity</b>					
Restricted funds	21	773,739	492,670	773,739	492,670
Endowment funds	22	324,602	324,602	324,602	324,602
		<u>1,098,341</u>	<u>817,272</u>	<u>1,098,341</u>	<u>817,272</u>
<b>Unrestricted funds</b>					
Designated funds	23	858,749	978,683	858,749	978,683
Revaluation reserve	23	-	-	-	-
General fund	24	1,171,592	1,103,986	1,162,762	1,094,815
		<u>2,030,341</u>	<u>2,082,669</u>	<u>2,021,511</u>	<u>2,073,498</u>
<b>Total charity funds</b>		<u>3,128,682</u>	<u>2,899,941</u>	<u>3,119,852</u>	<u>2,890,770</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the financial statements required by the Companies Act 2006 and are for circulation to members of the company.

Signed on behalf of the trustees by:

K Carey  
Trustee

*KAM Carey*

Approved and authorised for issue by the trustees on:  
Company Registration No. 02452302

*1st December 2025*

**Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)**  
**Trading as Age UK Cornwall & the Isles of Scilly**

Group statement of cash flows  
For the year ended 31 March 2025

	Notes	£	2025 £	£	2024 £
<b>Cash flows from operating activities:</b>					
Net cash generated in operating activities	1		467,379		(2,076,987)
<b>Cash flows from investing activities:</b>					
Investment income received		82,488		71,726	
Proceeds from disposal of fixed assets		1,900		-	
Fixed asset additions		(59,150)		(59,303)	
Net cash generated by/(used in) investing activities			25,238		12,423
<b>Change in cash and cash equivalents in the reporting period</b>			492,617		(2,064,564)
Cash and cash equivalents at the beginning of the reporting period			2,279,906		4,344,470
<b>Cash and cash equivalents at the end of the reporting period</b>	2		2,772,523		2,279,906



Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly

Notes to the group statement of cash flows  
For the year ended 31 March 2025

1. Reconciliation of net income/(expenditure) to net cash inflow from operating activities

	2025	2024
	£	£
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	228,741	(215,326)
Adjusted for:		
Depreciation	81,090	74,116
Investment income	(82,488)	(71,726)
(Profit)/loss on disposal of fixed assets	(60)	-
(Gains)/losses on investments	(2,001)	(3,507)
(Increase)/decrease in stock	(19)	(550)
Decrease/(increase) in debtors	264,967	(165,423)
Increase/(decrease) in creditors within one year	(22,851)	(1,694,571)
<b>Net cash inflow from operating activities</b>	<b>467,379</b>	<b>(2,076,987)</b>

2. Analysis of cash and cash equivalents

	2025	2024
	£	£
Cash in hand	720	3,818
PLEO Prepaid Cards	9,400	8,265
Cash in bank – current accounts	1,177,294	759,673
Cash in bank – deposit accounts	1,585,109	1,508,150
<b>Net cash inflow from operating activities</b>	<b>2,772,523</b>	<b>2,279,906</b>

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly  
Notes  
(forming part of the financial statements)

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**1 Constitution**

The company is limited by guarantee incorporated in England and does not have a share capital. In the event of the company being wound up each member is liable to contribute a sum not exceeding £1.

**2 Accounting policies**

The following accounting policies have been adopted in dealing with items which are considered material in relation to the preparation of the company's financial statements.

**2.1 Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic (FRS 102) and the Companies Act 2006.

Age Concern in Cornwall and the Isles of Scilly meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

These financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts are rounded to the nearest £.

The consolidated financial statements have been prepared in respect of Age Concern in Cornwall and the Isles of Scilly, Transport Access People Limited and Age Concern Cornwall Trading Limited. The results of Transport Access People Limited and Age Concern Cornwall Trading Limited have been incorporated into the consolidated statement of financial activities and the consolidated balance sheet on a line by line basis.

**2.2 Income**

Voluntary income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

1. The donor specifies that the grant or donation must only be used in future accounting periods; or
2. The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Intangible income is not included unless it represents goods or services which would otherwise be purchased.

Legacies are recognised in the financial statements in the period to which the charity becomes entitled to the income, unless it is incapable of financial measurement.

Income from trading activities is recognised as earned (as the related goods and services are provided).

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions it is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when performance related grants are received in advance of the activity to which they relate.

## **2 Accounting policies (continued)**

### **2.3 Expenditure**

Expenditure is included on an accruals basis. The irrecoverable element of VAT is included with the expense to which it relates. Expenditure is recognised when a liability is incurred.

Governance costs represent the cost of relevant staff and office costs, board expenses, audit and accountancy fees.

The majority of costs are directly attributable to specific activities. Certain shared costs are apportioned to activities in furtherance of the objects of the charity. Shared staff costs and office costs are apportioned on the basis of the estimated usage by each cost centre of services provided.

### **2.4 Funds**

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets the criteria is identified to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for any of the charity's objectives.

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

Endowment funds capital is required to be retained in perpetuity.

### **2.5 Pension costs**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The amount charged to the Statement of Financial Activities represents the contributions payable to the scheme in respect of the accounting period.

### **2.6 Operating leases**

Rental charges are charged in the statement of financial activities on a straight line basis over the life of the lease.

### **2.7 Tangible fixed assets and depreciation**

Tangible fixed assets over £1,000 are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is provided on tangible fixed assets to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful lives as follows:

Fixtures and fittings:	
- Furniture	10 years
- Telephone system	5 years
- Electrical equipment	1 - 3 years
Motor vehicles	5 - 10 years
Electric Vehicles & Chargepoints	7 years

### **2.8 Investments**

Fixed asset investments are stated in the financial statements at cost. Current asset investments are stated at valuation. The aggregate surplus or deficit on annual revaluation is transferred to a revaluation reserve.

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

Trading as Age UK Cornwall & the Isles of Scilly

Notes

(forming part of the financial statements)

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**2 Accounting policies (continued)**

**2.9 Stocks**

Stocks are valued at the lower of cost and net realisable value. Donated goods are not valued when held as stock.

**2.10 Debtors and creditors**

Debtors receivable and creditors payable within one year are recorded at transaction value.

**2.11 Taxation**

The company is an exempt charity within the meaning of Schedule 3 of the Charities Act 2011 and is considered to pass the test set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

Trading as Age UK Cornwall & the Isles of Scilly

Notes

(forming part of the financial statements)

3. Donations and legacies (Group and Company)

	Restricted Funds	Unrestricted Funds	Total Funds 2025	Total funds 2024
	£	£	£	£
Individuals	140	19,004	19,144	54,428
Legacies	-	-	-	71,564
	<u>140</u>	<u>19,004</u>	<u>19,144</u>	<u>125,992</u>

4. Income from charitable activities (Group and Company)

Activity	Restricted Funds	Unrestricted Funds	Total funds 2025	Total funds 2024
	£	£	£	£
Active Living Services	-	1,018,245	1,018,245	871,570
Age UK Community Transport	-	38,519	38,519	-
Community Allotment East	-	-	-	5,546
Cost of Living Fund	6,375	-	6,375	19,125
Falmouth Befriending	70	-	70	-
Gateway Support Programme	660,000	-	660,000	754,070
Home and Hospital	780,000	-	780,000	780,000
Home Support Grant	-	-	-	204,500
Inclusion Matters	-	178,308	178,308	178,308
Informal Carers Service	-	89,626	89,626	88,138
Macmillan Link Navigation	-	-	-	37,740
Minibus Replacement Fund	-	29,293	29,293	-
Older Peoples Project	-	18,916	18,916	20,328
Penzance Youth Project	-	-	-	588
People In Mind	-	93,032	93,032	100,324
Personal Health Budget	-	-	-	24,546
Power of Music	4,000	-	4,000	-
Social Prescribing (Cornwall)	-	470,290	470,290	435,847
Social Prescribing Comm Development	-	-	-	2,058
Transport	-	71,387	71,387	24,064
WorkWell Programme	-	315,000	315,000	-
Other projects	1,250	170,070	171,320	68,758
<b>Total incoming – Resources Company</b>	<u>1,451,695</u>	<u>2,492,686</u>	<u>3,944,381</u>	<u>3,615,510</u>
Transport Access People Limited	-	640,535	640,535	929,421
Elimination of Inter Company - Transactions on Consolidation	-	-	-	(13,998)
<b>Total incoming – Resources Group</b>	<u>1,451,695</u>	<u>3,133,221</u>	<u>4,584,916</u>	<u>4,530,933</u>

Government funding included above totalled £86,388 (2024: £268,551) which consisted of £41,484 from Cornwall Council to support transport projects and £44,904 from the Council for the Isles of Scilly for the Isles of Scilly minibus.

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly  
Notes  
(forming part of the financial statements)

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**5. Investment income**

	<b>Group</b>	<b>Group</b>	<b>Company</b>	<b>Company</b>
	<b>2025</b>	<b>2024</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Gift Aid from subsidiary undertaking	-	-	<b>2,480</b>	3,699
Bank interest receivable	<b>82,488</b>	71,726	<b>82,488</b>	71,726
	<hr/>	<hr/>	<hr/>	<hr/>
	<b>82,488</b>	71,726	<b>84,968</b>	75,425
	<hr/>	<hr/>	<hr/>	<hr/>

The donation received under gift aid from the subsidiary companies reflects the amount expected to be received in respect of the results for the year ended 31 March 2025. As disclosed in those financial statements the gift aid donation is no longer accrued at year end, however the Trustees of the charity have accrued for this income in the Charity's financial statements as notification of entitlement to this income had been received at the year end.

**6. Taxation**

As the company is a registered charity it is exempt from corporation tax.

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly  
Notes  
(forming part of the financial statements)

**7. Expenditure on charitable activities – Group and Company**

	Restricted Funds	Unrestricted Funds	2025 Total Funds	2024 Total Funds
	£	£	£	£
Active Living	-	940,794	940,794	863,537
Age UK Community Transport	-	47,678	47,678	-
Capital Assets Fund	-	79,592	79,592	73,616
Community Allotment East	2,544	-	2,544	-
COMF Funding	-	-	-	42,702
Community Hubs Programme	-	250	250	10,635
Cost of Living Fund	6,465	-	6,465	19,035
Daycentre Development Fund	-	-	-	19,545
Falmouth Befriending	12,451	-	12,451	-
Gateway Contingency Fund	-	-	-	46,688
Gateway Support Programme	632,713	-	632,713	632,785
Governance	-	-	-	33,347
Health Budget Kerrier	1,854	-	1,854	85
Home and Hospital	523,197	-	523,197	764,456
Home Support Grant	-	-	-	204,500
Inclusion Matters	-	154,846	154,846	139,354
Informal Carers Services	-	62,529	62,529	71,308
Macmillan Link Navigation	-	-	-	33,073
Older Peoples Project	-	17,726	17,726	27,825
Penzance Youth Project	-	-	-	4,146
People in Mind	-	83,324	83,324	90,991
Personal Health Budgets	-	-	-	24,546
Power of Music	1,769	-	1,769	-
Rejuvenate Too	-	-	-	59,015
Service Development Fund	-	48,521	48,521	29,522
Social Prescribing (Cornwall)	-	457,980	457,980	415,342
Social Prescribing Community Development	-	-	-	3,992
Staff and Volunteer Training	-	20,084	20,084	13,560
Step into Wellness	-	-	-	45,720
Transport	-	81,328	81,328	83,941
WorkWell Programme	-	202,041	202,041	-
Other projects	2,063	441,030	443,093	288,320
<b>Total Resources Expended Company</b>	<b>1,183,056</b>	<b>2,637,723</b>	<b>3,820,779</b>	<b>4,041,586</b>
Transport Access People Limited	-	639,029	639,029	919,898
Elimination of Inter Company - Transactions on Consolidation	-	-	-	(14,000)
<b>Total Resources Expended Group</b>	<b>1,183,056</b>	<b>3,276,752</b>	<b>4,459,808</b>	<b>4,947,484</b>

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly

Notes

(forming part of the financial statements)

8. Total resources expended for the year ended 31 March 2025

Expenditure represents the following direct and apportioned costs	Staff costs £	Premises and equipment £	Transport and travel £	Purchases, provisions and partner payments £	General office expenses £	Legal and professional £	Depreciation £	Other £	Group total £	Company total £
Transport Access People Limited	87,101	6,725	522,752	-	8,543	-	1,498	475	627,094	-
Active Living Services	687,082	51,550	40,871	60,981	59,511	-	-	4,799	904,794	904,794
Age UK Community Transport	12,339	-	34,895	-	444	-	-	-	47,678	47,678
Capital Asset Fund	-	-	-	-	-	-	79,592	-	79,592	79,592
Community Allotment East	11	430	-	33	154	-	-	1,915	2,543	2,543
Community Hubs Programme	-	-	-	250	-	-	-	-	250	250
Cost of Living Fund	609	1,740	-	-	1,716	-	-	-	4,065	4,065
Falmouth Befriending	11,132	-	64	-	1,255	-	-	-	12,451	12,451
Gateway Support Programme	209,266	8,254	181	360,782	11,954	27,186	-	90	617,713	617,713
Health Budget Kerrier	-	-	-	1,854	-	-	-	-	1,854	1,854
Hospital to Home	323,975	10,026	580	132,310	12,369	16,089	-	603	495,952	495,952
Inclusion Matters	129,715	6,780	89	-	6,951	-	-	60	143,595	143,595
Informal Care Service	38,394	6,769	200	-	5,916	-	-	-	51,279	51,279
Older Peoples Project	17,639	-	-	12	76	-	-	-	17,727	17,727
People in Mind	52,878	5,377	4,840	15	5,844	-	-	121	69,075	69,075
Power of Music	-	1,769	-	-	-	-	-	-	1,769	1,769
Service Development Fund	46,153	300	14	-	855	-	-	-	47,322	47,322
Social Prescribing (Cornwall)	422,155	7,852	26	824	12,075	-	-	228	443,160	443,160
Staff Volunteer Training	3,009	-	361	-	12	16,058	-	644	20,084	20,084
Transport	39,458	4,191	26,198	-	3,065	-	-	1,816	74,728	74,728
WorkWell Programme	54,685	-	99	145,000	757	-	-	-	200,541	200,541
Other Projects	310,009	40,244	17,461	4,498	30,096	(686)	-	11,288	412,910	412,911
Support costs	122,800	8,215	-	-	15,388	1,783	-	-	148,186	141,516
Governance costs	18,488	913	-	-	610	15,311	-	125	35,447	30,182
<b>2025 Total</b>	<b>2,586,898</b>	<b>161,135</b>	<b>648,631</b>	<b>706,559</b>	<b>177,591</b>	<b>75,741</b>	<b>81,090</b>	<b>22,163</b>	<b>4,459,808</b>	<b>3,820,779</b>
<b>2024 Total</b>	<b>2,427,295</b>	<b>249,066</b>	<b>988,707</b>	<b>986,215</b>	<b>151,104</b>	<b>55,375</b>	<b>74,116</b>	<b>15,606</b>	<b>4,947,484</b>	<b>4,041,586</b>



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9. **Net income/(expenditure) for the year**

	<b>Group 2025</b>	<b>Group 2024</b>	<b>Company 2025</b>	<b>Company 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Net expenditure is stated after charging:				
Operating leases	32,000	32,000	<b>32,000</b>	32,000
Depreciation	81,090	74,116	<b>79,592</b>	73,616
(Gain)/loss on disposal of fixed assets	(60)	-	<b>(60)</b>	-
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
Governance expenditure includes:				
Auditors remuneration:				
For audit services	9,000	8,500	<b>5,000</b>	5,000
For other services	1,000	3,405	<b>311</b>	1,850
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	<b>10,000</b>	<b>11,905</b>	<b>5,311</b>	<b>6,850</b>
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

10. **Payroll costs – Group**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	2,292,794	2,240,280
Social security costs	164,976	154,467
Pension contributions	38,713	36,236
	<u>          </u>	<u>          </u>
	<b>2,496,483</b>	<b>2,430,983</b>
	<u>          </u>	<u>          </u>

The average number of full time equivalent persons employed during the year was as follows:

	<b>2025</b>	<b>2024</b>
Charitable activities	<b>74</b>	73
Management and administration of the charity	<b>11</b>	12
	<u>          </u>	<u>          </u>
	<b>85</b>	<b>85</b>
	<u>          </u>	<u>          </u>

Expressed as average head count of persons employed during the year

	<b>2025</b>	<b>2024</b>
The number of employees whose annual remuneration was £60,000 or more were:		

£60,000 – £70,000	-	-
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The total remuneration and benefits of key management personnel for the year were £202,821 (2024: £209,763).

The group contributes to a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the group to the fund and amounted to £38,713 (2024: £36,236). There were outstanding contributions at the year-end of £7,299 (2024: £7,969).

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11. Related party transactions

The trustees of the charity are the directors under company law and received no remuneration (2024: £Nil). No expenses were claimed by trustees during the year or preceding year. There were no related party transactions during the year or the preceding year.

12. Tangible fixed assets

Group	Motor vehicles £	Fixtures and fittings £	Total £
<b>Cost</b>			
At 1 April 2024	422,514	245,552	668,066
Additions	53,216	5,934	59,150
Disposals	(9,600)	-	(9,600)
At 31 March 2025	466,130	251,486	717,616
<b>Depreciation</b>			
At 1 April 2024	238,311	199,308	437,619
Charge for year	58,830	22,260	81,090
On disposals	(7,760)	-	(7,760)
At 31 March 2025	289,381	221,568	510,949
<b>Net book value</b>			
At 31 March 2025	176,749	29,918	206,667
At 31 March 2024	184,203	46,244	230,447

Tangible fixed assets

Company	Motor vehicles £	Fixtures and fittings £	Total £
<b>Cost</b>			
At 1 April 2024	422,514	243,554	666,068
Additions	53,216	5,934	59,150
Disposals	(9,600)	-	(9,600)
At 31 March 2025	466,130	249,488	715,618
<b>Depreciation</b>			
At 1 April 2024	238,311	198,808	437,119
Charge for year	58,830	20,762	79,592
On disposals	(7,760)	-	(7,760)
At 31 March 2025	289,381	219,570	508,951
<b>Net book value</b>			
At 31 March 2025	176,749	29,918	206,667
At 31 March 2024	184,203	44,746	228,949

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**13. Investments – Company**

	£
<b>Investment in subsidiaries at cost: At 31 March 2024 and 2025</b>	<b>9</b>

The company holds the whole of the issued share capital of Transport Access People Limited, a company registered in England and Wales number 04559010. The principal activity is the operation of a transport service.

	2025 £	2024 £
<b>Summary profit and loss account</b>		
Turnover	641,167	929,421
Administrative expenses	(639,028)	(919,898)
	<hr/>	<hr/>
Net profit/(loss)	2,139	9,523
	<hr/>	<hr/>
<b>The assets and liabilities of the subsidiary were:</b>		
Total assets	18,287	243,812
Creditors: amounts due within one year	(6,978)	(230,943)
	<hr/>	<hr/>
Total net assets	11,309	12,869
	<hr/>	<hr/>
Aggregate share capital and reserves	11,309	12,869
	<hr/>	<hr/>

The company holds the whole of the issued share capital of Age Concern Cornwall Trading Limited, a company registered in England and Wales number 02499635. The principal activity is insurance broking activity. This trade ceased on 31 March 2018.

	2025 £	2024 £
<b>Summary profit and loss account</b>		
Turnover	-	-
Administrative expenses	-	-
	<hr/>	<hr/>
Net profit	-	-
	<hr/>	<hr/>
<b>The assets and liabilities of the subsidiary were:</b>		
Total assets	8	8
Creditors: amounts due within one year	-	-
	<hr/>	<hr/>
Total net assets	8	8
	<hr/>	<hr/>
Aggregate share capital and reserves	8	8
	<hr/>	<hr/>

The above profits are passed to the charity by way of a gift aid donation each year. Subsequently no corporation tax liability arises in either trading subsidiary.

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14. Stock – Group and Company

	2025	2024
	£	£
Consumables	2,796	2,777

15. Debtors

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
Trade debtors	212,657	402,889	201,601	190,847
Subsidiary undertakings	-	-	-	135,327
Other debtors	104,719	179,999	107,199	183,698
Prepayments and accrued income	17,788	17,243	17,788	17,243
	<u>335,164</u>	<u>600,131</u>	<u>326,588</u>	<u>527,115</u>

Other debtors includes donations from subsidiaries of £2,480 (2024: £3,699).

16. Deferred income

	COIF Charities Fixed Interest Shares £
<i>Valuation</i>	
At 1 April 2024	77,141
Revaluation in year	2,001
At 31 March 2025	<u>79,142</u>

The cost of the above investment at 31 March 2025 was £80,000 (2024: £80,000).

17. Cash at bank and in hand

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
Cash held on deposit	1,585,108	1,508,150	1,585,108	1,508,150
PLEO Prepaid Cards	9,400	8,265	9,400	8,265
32 Day Notice Account	330,131	-	330,131	-
Cash held on current account and cash in hand	847,884	763,491	840,653	733,219
	<u>2,772,523</u>	<u>2,279,906</u>	<u>2,765,292</u>	<u>2,249,634</u>

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18. Creditors: amounts falling due within one year

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
Bank overdraft	-	-	-	-
Trade creditors	76,190	79,221	76,190	22,974
Taxation and social security	60,190	91,760	58,232	57,291
Other creditors	115,848	78,088	115,858	77,198
Accruals	15,382	41,392	10,362	37,392
Deferred income (see note 19)	-	-	-	-
	<u>267,610</u>	<u>290,461</u>	<u>260,642</u>	<u>194,855</u>

Included within other creditors are funds held on behalf of others totalling £108,551 (2024: £67,089), some of which the charity acts as an agent for. Total income received by the charity on their behalf was £731,752 (2024: £457,884) and total expenditure paid by the charity on their behalf was £690,290 (2024: £390,795).

19. Deferred income

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
At 1 April 2024	-	1,740,000	-	1,740,000
Released to income in year	-	(1,740,000)	-	(1,740,000)
Deferred in year	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

Deferred income released in the prior year related to income received for activities due to take place in the 2023/24 year.

20. Analysis of group net assets between funds – current year

	Restricted Funds	Endowment Funds	Unrestricted Funds	Total Funds
	£	£	£	£
Fund balances at 31 March 2025 as represented by:				
Tangible fixed assets	-	-	206,667	206,667
Current assets	927,297	324,602	1,937,726	3,189,625
Current liabilities	(153,558)	-	(114,052)	(267,610)
Total net assets	<u>773,739</u>	<u>324,602</u>	<u>2,030,341</u>	<u>3,128,682</u>

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)

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20. Analysis of group net assets between funds – prior year (continued)

	Restricted Funds	Endowment Funds	Unrestricted Funds	Total Funds
	£	£	£	£
Fund balances at 31 March 2024 as represented by:				
Tangible fixed assets	-	-	230,447	230,447
Current assets	498,959	324,602	2,136,394	2,959,955
Current liabilities	(6,289)	-	(284,172)	(290,461)
Total net assets	492,670	324,602	2,082,669	2,899,941

21. Restricted funds – Group and Company - current year

	Brought forward	Income	Expenditure	Transfers	Carried forward
	£	£	£	£	£
Legacy/gifts	982	-	-	-	982
Gateway Support Programme	114,045	660,000	(632,713)	(69,000)	72,332
Gateway Support Programme Contingency	50,819	-	-	69,000	119,819
Hospital to Home	84,869	780,000	(523,197)	-	341,672
Perranarworthal Legacy	212,523	-	-	-	212,523
Cost of Living Fund	90	6,375	(6,465)	-	-
Falmouth Befriending	-	160	(12,450)	12,290	-
Macmillan Link Navigation	8,000	-	-	(8,000)	-
Other	21,342	5,300	(8,231)	8,000	26,411
	492,670	1,451,835	1,183,056	12,290	773,739

*Purpose of funds:*

Legacy/gifts	- Funds from various sources for specific use.
Gateway Support Programme	- Funding for a community based referral and telephone helpline service.
Gateway Support Programme Contingency	- To support the Gateway Support Programme
Hospital to Home	- Funding to provide support for patients discharged from hospital.
Perranarworthal Legacy	- To provide Day Care Service in Perranarworthal.
Cost of Living Fund	- To provide a warm space and hot food.
Falmouth Befriending	- Befriending Support in Falmouth, Penryn, and surrounding villages.
Macmillan Link Navigation	- To provide online digital resources for people or families touched by cancer.
Other	- Various small projects.

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21. Restricted funds – Group and Company - prior year (continued)

	Brought forward	Income	Expenditure	Transfers	Carried forward
	£	£	£	£	£
Legacy/gifts	1,904	-	(922)	-	982
Gateway Support Programme	-	754,070	(632,785)	(7,240)	114,045
Gateway Support Programme Contingency	-	-	(46,688)	97,507	50,819
Home and Hospital	-	780,000	(764,456)	69,325	84,869
Perranarworthal Legacy	212,523	-	-	-	212,523
Walking Group Newquay	1,113	-	(1,113)	-	-
Cost of Living Fund	-	19,125	(19,035)	-	90
Home Support Grant	-	204,500	(204,500)	-	-
Macmillan Link Navigation	2,270	38,803	(33,073)	-	8,000
Other	6,912	20,908	(6,478)	-	21,342
	<u>224,722</u>	<u>1,817,406</u>	<u>(1,709,050)</u>	<u>159,592</u>	<u>492,670</u>

*Purpose of funds:*

Legacy/gifts	- Funds from various sources for specific use.
Gateway Support Programme	- Funding for a community based referral and telephone helpline service.
Gateway Support Programme Contingency	- To support the Gateway Support Programme
Home and Hospital	- Funding to provide support for patients discharged from hospital.
Perranarworthal Legacy	- To provide Day Care Service in Perranarworthal.
Walking Group Newquay	- Funding for walking group incorporating beach clean.
Cost of Living Fund	- To provide a warm space and hot food.
Home Support Grant	- To support residents over 55 most in need and to help with the rising cost of living
Macmillan Link Navigation	- To provide online digital resources for people or families touched by cancer.
Other	- Various small projects.

22. Endowment funds – Group and Company – current year

	Brought forward	Income	Expenditure	Transfers	Carried forward
	£	£	£	£	£
Perranarworthal Legacy	324,602	-	-	-	324,602

Endowment funds – Group and Company – prior year

	Brought forward	Income	Expenditure	Transfers	Carried forward
	£	£	£	£	£
Perranarworthal Legacy	324,602	-	-	-	324,602

*Purpose of funds:*

Perranarworthal Legacy	- To provide a Day Care centre in Perranarworthal.
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Notes

(forming part of the financial statements)

23. Unrestricted funds – current year

Group and company	Brought forward	Income and gains	Expenditure and losses	Transfers	Carried forward
	£	£	£	£	£
<i>Designated funds:</i>					
Benevolent fund	8,830	-	(864)	19,173	27,139
Capital Equipment Replacement Fund	50,000	-	-	-	50,000
Capital fund	228,949	-	(79,592)	57,310	206,667
Clients Hardship Fund	19,179	-	(6)	(19,173)	-
Community Fund	327,251	-	-	(327,251)	-
Community Hubs Programme	50,000	-	(250)	(49,750)	-
Minibus replacement fund	23,038	29,293	-	(27,393)	24,938
Service development fund	148,112	90	(48,521)	347,001	446,682
Sustainable (EV) transport infrastructure capital fund	100,000	-	-	(29,917)	70,083
Volunteers training	23,324	-	(20,084)	30,000	33,240
	978,683	29,383	(149,317)	-	858,749
Revaluation reserve	-	2,001	-	(2,001)	-

*Purpose of funds:*

Benevolent fund

- To provide help to older people in times of financial need.

Volunteers training

- To fund training for staff and volunteer organisations.

Minibus replacement fund

- To purchase and maintain community minibuses.

Capital fund

- Fund representing net book value of fixed assets funded by unrestricted reserves.



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**Unrestricted funds – prior year**

Group and company	Brought forward	Income and gains	Expenditure and losses	Transfers	Carried forward
	£	£	£	£	£
<i>Designated funds:</i>					
Benevolent fund	9,878	-	(1,048)	-	8,830
Capital Equipment Replacement Fund	100,000	-	-	(50,000)	50,000
Capital fund	245,260	-	(73,616)	57,305	228,949
Clients Hardship Fund	19,500	-	(321)	-	19,179
Community Fund	216,890	-	-	110,361	327,251
Community Hubs Programme	200,000	-	(10,635)	(139,365)	50,000
Day Centre Development Fund	19,545	-	(19,545)	-	-
Gateway Contingency Fund	50,507	-	-	(50,507)	-
Go for Gold 50/20 Celebrations	8,881	-	(9,966)	1,085	-
Minibus replacement fund	23,038	-	-	-	23,038
Organisational and contingency fund	150,000	-	-	(150,000)	-
Resilience and recovery fund	50,000	-	-	(50,000)	-
Service development fund	127,634	-	(29,522)	50,000	148,112
Sustainable (EV) transport infrastructure capital fund	100,000	-	-	-	100,000
Volunteers training	36,884	-	(13,560)	-	23,324
	<u>1,358,017</u>	<u>-</u>	<u>(158,213)</u>	<u>(221,121)</u>	<u>978,683</u>
Revaluation reserve	-	3,507	-	(3,507)	-

*Purpose of funds:*

Benevolent fund	- To provide help to older people in times of financial need.
Day Centre Development Fund	- Funds for the redevelopment of Daycentre services.
Volunteers training	- To fund training for staff and volunteer organisations.
Minibus replacement fund	- To purchase and maintain community minibuses.
Capital fund	- Fund representing net book value of fixed assets funded by unrestricted reserves.

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24. Unrestricted funds - current year

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
<b>General fund</b>				
Brought forward	1,103,986	1,207,926	1,094,815	1,204,581
Income	3,207,330	2,911,245	2,568,642	1,999,521
Expenditure	(3,127,434)	(3,080,221)	(2,488,405)	(2,174,323)
Transfers between funds	(12,290)	65,036	(12,290)	65,036
	<u>1,171,592</u>	<u>1,103,986</u>	<u>1,162,762</u>	<u>1,094,815</u>
<b>Unrestricted funds – prior year</b>				
	Group 2024	Group 2023	Company 2024	Company 2023
	£	£	£	£
<b>General fund</b>				
Brought forward	1,207,926	1,420,059	1,204,581	1,412,952
Income	2,911,245	3,596,050	1,999,521	2,638,436
Expenditure	(3,080,221)	(3,375,414)	(2,174,323)	(2,414,038)
Transfers between funds	65,036	(432,769)	65,036	(432,769)
	<u>1,103,986</u>	<u>1,207,926</u>	<u>1,094,815</u>	<u>1,204,581</u>

25. Financial commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable leases for land and buildings which fall due as follows:

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
Expiring within 1 year	32,000	32,000	32,000	32,000
Expiring within 2 – 5 years	21,333	53,333	21,333	53,333
	<u>53,333</u>	<u>85,333</u>	<u>53,333</u>	<u>85,333</u>

26. Contingent asset – legacies

At year end the charity had been notified of a significant legacy that has not been included in the Statement of Financial Activities because the conditions for recognition have not been met as at year end.

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27. Consolidated statement of financial activities – comparative period

	Notes	Restricted Funds £	Endowment Funds £	Unrestricted Funds £	2024 Total Funds £
<b>Income from:</b>					
Donations and legacies	3	1,609	-	124,383	125,992
Charitable activities	4	1,815,797	-	2,715,136	4,530,933
Investment income	5	-	-	71,726	71,726
<b>Total income</b>		1,817,406	-	2,911,245	4,728,651
<b>Expenditure on:</b>					
Raising funds:					
Charitable activities	7	1,709,050	-	3,238,434	4,947,484
<b>Total expenditure</b>	8	1,709,050	-	3,238,434	4,947,484
Net gains/(losses) on investments		-	-	3,507	3,507
<b>Net (expenditure)/ income for year</b>	9	108,356	-	(323,682)	(215,326)
Transfers		159,592	-	(159,592)	-
<b>Net movement in funds</b>		267,948	-	(483,274)	(215,326)
Total funds brought forward		224,722	324,602	2,565,943	3,115,267
<b>Total funds carried forward</b>		492,670	324,602	2,082,669	2,899,941

Age Concern in Cornwall and the Isles of Scilly (Limited by Guarantee)  
Trading as Age UK Cornwall & the Isles of Scilly  
Notes  
(forming part of the financial statements)

28. Company statement of financial activities – prior year

	Notes	Restricted Funds £	Endowment Funds £	Unrestricted Funds £	2024 Total Funds £
<b>Income from:</b>					
Donations and legacies	3	1,609	-	124,383	125,992
Charitable activities	4	1,815,797	-	1,799,713	3,615,510
Investment income	5	-	-	75,425	75,425
<b>Total income</b>		<b>1,817,406</b>	<b>-</b>	<b>1,999,521</b>	<b>3,816,927</b>
<b>Expenditure on:</b>					
Raising funds:					
Charitable activities	7	1,709,050	-	2,332,536	4,041,586
<b>Total expenditure</b>	8	<b>1,709,050</b>	<b>-</b>	<b>2,332,536</b>	<b>4,041,586</b>
Net gains/(losses) on investments		-	-	3,507	3,507
<b>Net (expenditure)/ income for year</b>	9	<b>108,356</b>	<b>-</b>	<b>(329,508)</b>	<b>(221,152)</b>
Transfers		159,592	-	(159,592)	-
<b>Net movement in funds</b>		<b>267,948</b>	<b>-</b>	<b>(489,100)</b>	<b>(221,152)</b>
Total funds brought forward		224,722	324,602	2,562,598	3,111,922
<b>Total funds carried forward</b>		<b>492,670</b>	<b>324,602</b>	<b>2,073,498</b>	<b>2,890,770</b>