

Age Concern Gloucestershire
Report and Audited Financial Statements
31 March 2024



Age Concern Gloucestershire

Legal and administrative information

| | | |
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| Company number | 05586735 | |
| Charity number | 1111773 | |
| Registered office and operational address | Henley House Barnett Way Barnwood Gloucestershire GL4 3RT | |
| Trustees | Trustees, who are also directors under company law, who served during the year and up to the date of signing this report were as follows: Helen Bown Ian Crocombe Ian Donald Helen Ginman Ahmed-Said Hansdot Martin James Patricia Le Rolland Stephen Tutin Karen Phillips | |
| | | Appointed 9 August 2023 |
| | | Resigned 21 May 2024 |
| | | Chair |
| | | Resigned 14 June 2023 |
| | | Appointed 1 May 2024 |
| Chief executive officer and company secretary | Matt Fellows Lee Mason (interim) | Resigned 29 February 2024 Appointed 19 February 2024, resigned 6 June 2024 |
| | Alan Inman-Ward | Appointed 3 June 2024 |
| Bankers | Lloyds Bank plc Eastgate Street Gloucester GL1 1NU | |
| Auditors | Hazlewoods LLP Staverton Court Staverton Cheltenham GL51 0UX | |

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Age Concern Gloucestershire Chair's Report For the year ended 31 March 2024

Chair's Report

For the year ended 31 March 2024

On behalf of the Board of Trustees, I am pleased to present our annual report and accounts for 2023/24. A year which has been challenging, but one in which I've been proud of how the trustees, staff and volunteers have come together to achieve great outcomes for the older people of Gloucestershire.

This isn't a surprise to me. Having started as a volunteer with Age UK Gloucestershire in 2012, becoming a trustee in 2014 and the Chair of Trustees in 2017, I've witnessed first-hand how committed everyone in our organisation is to our cause and to the older people of Gloucestershire.



With my time as Chair and trustee for AUKG coming to an end later in 2024, I've been reflecting on how our organisation has changed over the last decade. When I started, we were helping relatively small numbers of older people through day centres, a shop, running cleaning and shopping services, none economically viable. Our new approach with our 2040 strategy focused us on being more accessible to more people and communities, facilitating and signposting to many thousands of people each year. We continued to develop vital services of post NHS hospital discharge support to help people stay at home if they wish to do so. Tackling ageism and promoting age-friendly communities are also key in supporting this long-term vision and approach.

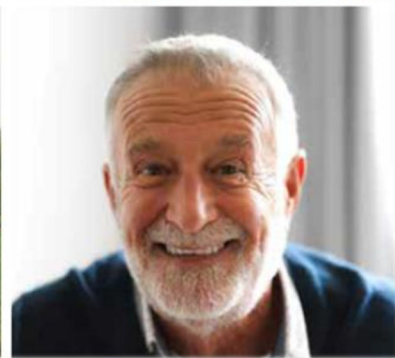
All trustees (past and present) were extremely sad to discover the sizeable systemic fraud by a former employee. It was deplorable that this money had been taken from the older people of Gloucestershire. I am proud of how the whole organisation responded to this incident, working promptly to use the learning to add in additional safeguards to protect our income. The Board were committed in considering all routes available to us to rectify the situation. As a result, I am very pleased to share that not only have we recovered monies to the total value of the loss incurred, but in addition to this a contribution toward the cost of addressing and dealing with the fraud and the ongoing impact of this crime. The Board continues to work to ensure we have taken all steps available to us, not only to recover the moneys but to reassure those individuals and organisations that contribute to and fund our work.

**Age Concern Gloucestershire
Chair's Report
For the year ended 31 March 2024**

Throughout this report you will see the positive impact our organisation has continued to have across Gloucestershire over the last year. Despite the challenges within and without, we have helped so many older people and their families in these difficult times. Having welcomed our new CEO in June 2024, I envisage that impact growing even more with greater influence.

Finally, I am delighted to announce that Baroness Fritchie DBE has agreed to be the Ambassador for Age UK Gloucestershire. Baroness Fritchie is well-respected, has lived experience and is a key influencer. We are honoured that she has joined us in this role over the next two years and I look forward to seeing the impact of her advocacy.

Patricia Le Rolland, Chair



Age Concern Gloucestershire Report of the Trustees *For the year ended 31 March 2024*

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

Reference and administrative information is set out on page 1 and forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Our purposes and activities

Our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people within Gloucestershire:

preventing or relieving the poverty of older people;

- Preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- 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 trustees decide.

The outcome of this being the promotion of the well-being of older people and our vision and mission.

Our vision is for Gloucestershire to be the best county in which to grow older.

We see it as our mission that by 2040, with a significant shift in the demographic profile of the county forecast, Gloucestershire will be ready, engaged and recognised as a place where everyone can age well.

Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024

Our values are core to everything we do

These are embedded across our organisation and in all of our work:

Relationships

We know that social connections and relationships are powerful and protective. We also know that loneliness is a painful and life-limiting condition. We seek to work in a relational way, and to use our knowledge, skills and networks to help people make natural and meaningful connections. We also value the relationships we make as a team and come together ourselves to nurture these.

Every Minute Matters

We are positive about later life because we know it is a valuable and vital time in life. We respect that everyone's time is precious and seek to make the most of every contact we have whilst also knowing that giving someone your time can be the most important gift.

Age-Friendly

We want citizens of Gloucestershire to treat each other with kindness and respect, recognizing their inter-dependence, and celebrating the contribution of older people. We cannot change how people experience later life in Glos on our own. We are relentless in encouraging our community to be responsive and positive about ageing, and use our knowledge and influence to inspire our whole community to contribute to making our county a great place to grow older.

Curiosity

We know 'older people' is not a homogeneous group, and we celebrate the diversity of experience that is later life. Knowing later life is different for everyone, we never assume we know what people's lives are like and start all interactions exploring with individuals what matters to them. We actively investigate new ways of enabling people to live the later lives that they want.

Hopeful

As a team we are motivated by the potential to achieve positive outcomes for people. Whilst this purpose drives us to be the best we can be, we also know that a positive attitude and a sense of purpose are crucial for wellbeing – that is why we always seek to enable older people to retain purpose and meaning in their lives and as active members of a refreshed, inter-age community.

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**



**Age Concern Gloucestershire
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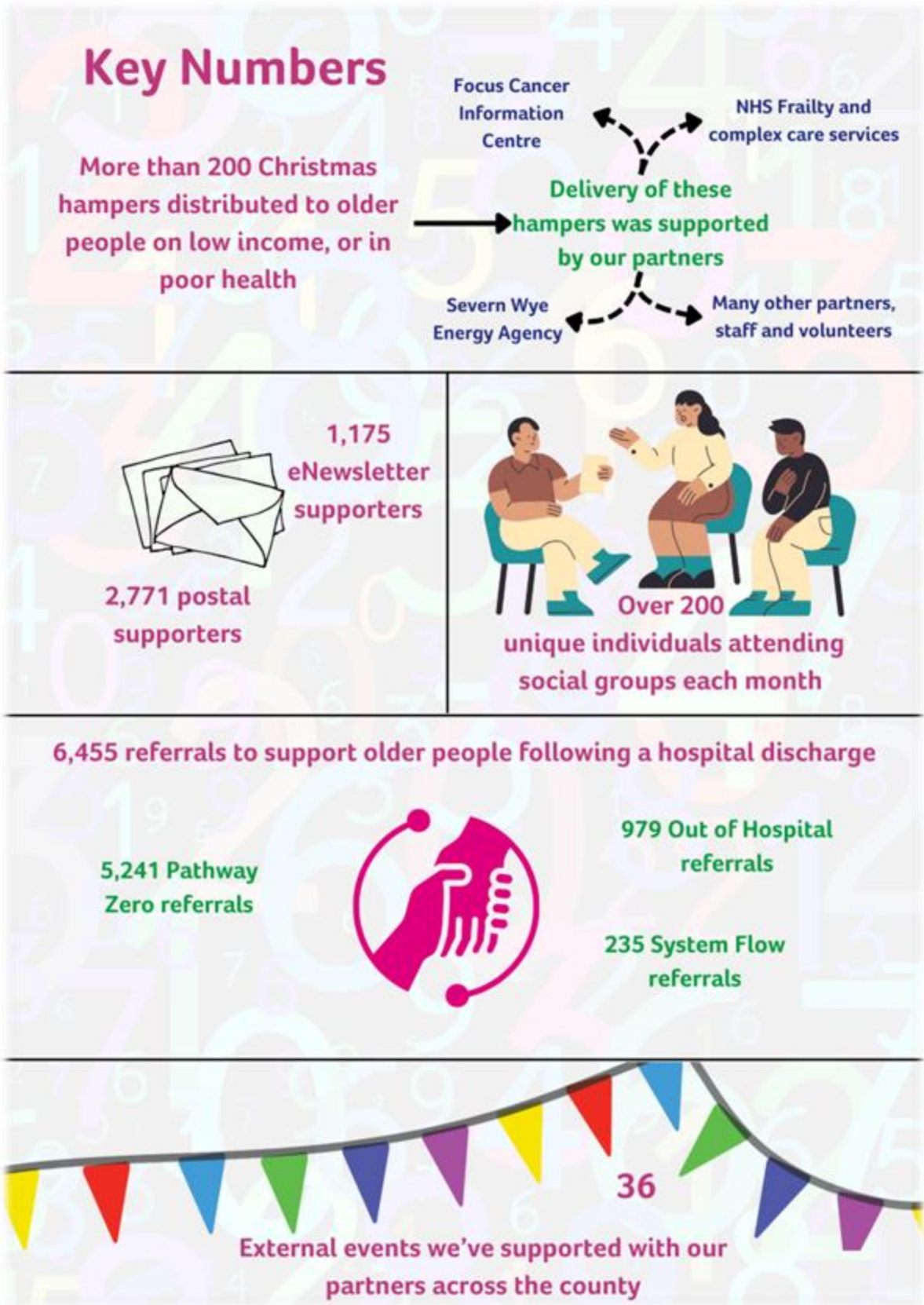
Our 2020-2040 Strategy focuses on achieving our vision through five strategic priorities:

1. Drive a **new narrative** about ageing to encourage people to see it as an important part of the life course.
2. Champion **age-friendly** communities across Gloucestershire to influence the way places are physically set-up.
3. Establish and support a range of opportunities at **community** level for people to gain purpose and social networks.
4. Partner with **local systems** so they work in a more individual and strengths-based way with older people. We will provide casework to support people through times of transition or vulnerability.
5. Be the **safe place** for people to contact if they don't know where to turn, where they can receive informed, patient and accessible help to move forward. We will also encourage forward-planning about later life for all.

Resulting in the positive cycle of change we want to see:



Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024



Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

Drive a **new narrative** about ageing to encourage people to see it as an important part of the life course

Our ambition is that the people of Gloucestershire hold positive views about ageing and older people, rejecting ageism.

How we all think and talk about ageing is critical to our mission. We are passionate about removing ageism which has become so embedded in much of our culture.

We focus on celebrating the strengths of later life:- Embracing opportunities for greater diversity in our workforce, making the most of the positive benefits of employing older people.

Communities should be welcoming and inclusive for all people and we want to raise awareness of how we can all achieve this through making our world more accessible and considers the needs of older people.



Our publications are an important way to share a positive view of later life. Grapevine is our flagship publication, creating an opportunity for older people to share their stories.



Our **Grapevine Magazine** written by the community through a volunteer editorial team of older people from across Gloucestershire. Two editions were produced and sent to our 2,700 supporters. A further 7,000 of each edition was shared with the community by our partner organisations and our direct delivery teams.

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In October 2023 we brought together over 120 people to discuss a proposed partnership between Age UK Gloucestershire (AUKG) and Gloucestershire Older Person’s Association to elevate their voice to influence positive change.

This is an opportunity to share their lived experiences, what’s most important to them, what is a challenge for them. Understanding who and where they would like to influence, we can use our influence and relationships to act as their representative and elevate their voice.

As an outcome the group could proactively share the challenges and opportunities for older people as well as reactively responding to requests for insight and engagement from public bodies. This additional role for GOPA would also help grow their membership.

From Gloucestershire Older Person’s Association (GOPA) membership of over 100 older people, 33 members were interested in being a part of this new collective ‘Voice of Older People’ group... and another chapter of driving a new narrative has begun...

“[This partnership] will create a coordinated response”

“How can we work with partners to push key messages?”

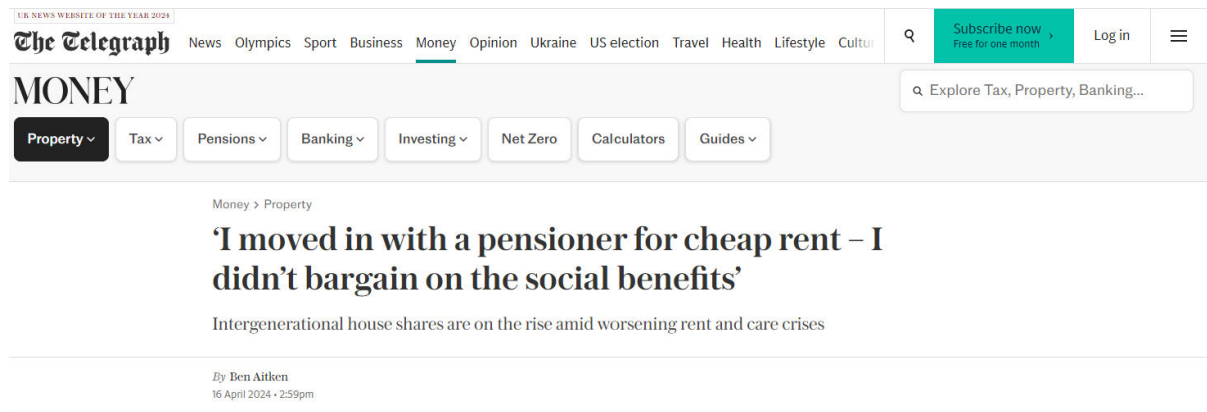
“Good idea, but it needs to be a big voice”

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Champion **age-friendly** communities across Gloucestershire to influence the way places are physically set-up.

Our ambition is that local infrastructure across Gloucestershire is age-friendly, enabling all older-people to participate fully and safely in community life.

An article published in the [Telegraph](#) shone a spotlight on **Homeshare** project to bridge the intergenerational divide.



Michael, 77, is an expert in Chinese medicine, while Gemma, 33, is both an equine osteopathy student and a part-time estate agent. After suffering a stroke a few years ago, Michael had little choice but to recruit a live-in carer. The expense drained his savings and he was eventually forced to seek an alternative.



Homesharing has also given Gemma a new sense of resilience. She says: “It all happened at once: new home, new job, new living set up... But I’ve coped. And one of the reasons I’ve coped is because it’s genuinely comforting having another person around.”

The financial side of the arrangement has been far less significant for Michael than for Gemma. “For me it’s far more about the social gain than the financial gain,” says Michael.

“It makes sense to share. To share the heat, to share the food, to share a home. We recently collaborated on a vegan moussaka. My recipe, Gemma’s tweaks. It was a triumph.”

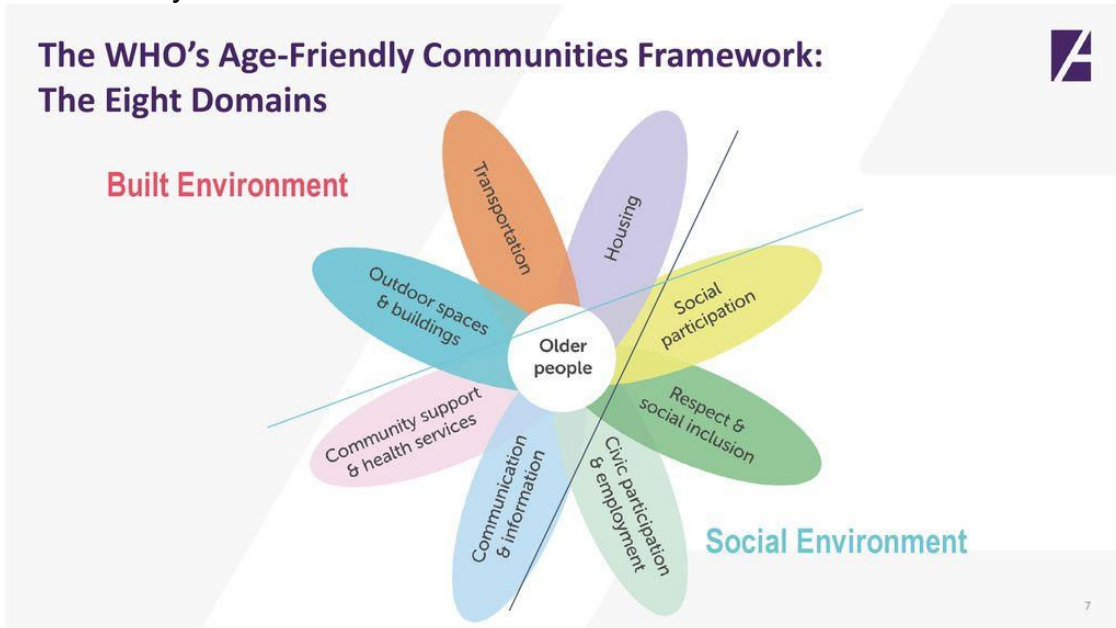
“Older and younger people need to rub along together. It’s a potential problem for society if they don’t. The knowhow of the older generation will get lost. And when there’s a gap, or a distance, then people are more easily misunderstood. On both sides.”

**Age Concern Gloucestershire
Report of the Trustees
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Establish and support a range of opportunities at **community** level for people to gain purpose and social networks.

Our ambition is that the older people have access to a wide range of meaningful activities in their community that offer fun, connection and a sense of purpose.

At Age UK Gloucestershire we wanted to work in a place-based way, being where older people are, in their communities. Delivering services that meet specific local need. We used the WHO and Centre for Ageing Better’s [Age-Friendly Communities framework](#), which focuses on 8 domains. Where age is not a barrier to living well and where the environment, activities and services support and enable older people to have opportunities to enjoy life and feel well, participate in society and be valued for their contribution.



We began this new approach to test out services such as social groups and walking groups in Tewkesbury. This is an area of the county which is predicted to have significant increase the number and proportion of older people. The town of Tewkesbury has a good community network, allowing us to gather a high level of interest in these groups.

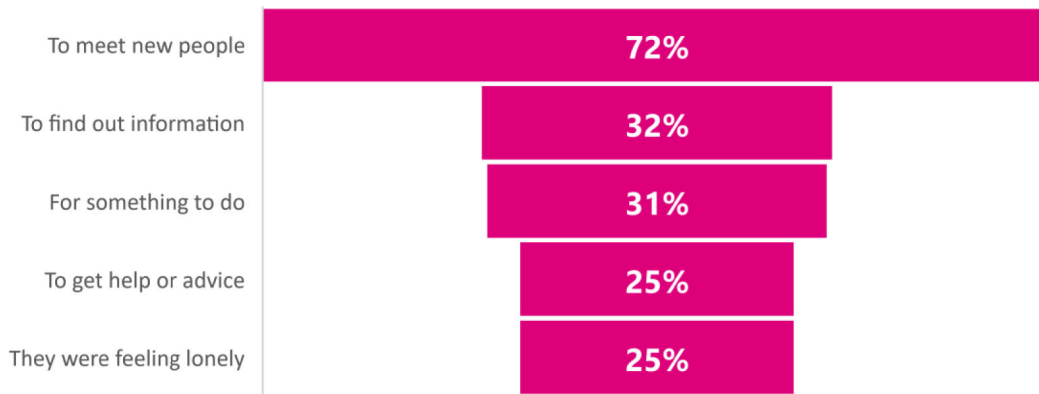
Testing the approach, we have been learning what works for each group as a whole and for the individual people who attend the sessions. Using this learning we have refined our approach, built up relationships with other key providers in the area, and tweaked the sessions to support older people’s individual needs in a more holistic way.

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The impact of our social group model

We carried out a survey with the people who came to our various social groups. 93 people who attended one or more of our social groups completed the survey, sharing with us their reasons for coming, what they wanted out of the groups and how the groups have had an impact on their lives.

Reason for attending Age UK Gloucestershire social groups



*People were able to answer with multiple reasons

As a result of attending a social group on at least one occasion:

- 87%** able to connect with new people
- 90%** felt more connected with people as a result of going
- 86%** made new friends
- 45%** subsequently met these new friends outside of the social group

Of the 23 people who came because they were feeling lonely, **78%** said the group had help reduce this feeling

Half of people who responded said that the social group had helped to reduce a feeling of loneliness

82% agreed they'd been able to access information, advice and guidance

90% agreed they would recommend the group to others

**Age Concern Gloucestershire
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“Feeling like I belong and enjoying the company... I felt isolated before, but go home with a smile on my face and feeling refreshed”

Our wide range of **social groups** provide the opportunity for people to connect with each other – reducing loneliness and isolation. It also provides us with the opportunity to engage with them, hear their voice and elevate it with our partners across Gloucestershire to influence change in the way services and places are designed with older people in mind.



**Age Concern Gloucestershire
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Partner with **local systems** so they work in a more individual and strengths-based way with older people.

Our ambition is that local housing, health and care provision responds creatively and positively to the needs of older people.

Our work within the local health system was awarded as 'highly commended'. Through our use of Personal Wellbeing Budgets to support timely discharge from hospital via **System Flow** and **Out of Hospital**.



System Flow Support Services was a 2-year project funded by the NHS, running between January 2022 and March 2024.

Based within the Acute Trust hospital, System Flow intended to:

- Reduce the risk of delayed discharge (and facilitate timely discharge for medically optimised patients)
- Reduce the risk of re-admission to hospital for patients recently discharged
- Provide continued support for admission avoidance through the System Flow support service, and alleviate pressures on acute teams
- Support flow through the system and alleviate pressures on the system.

Over the period of this project, nearly 500 patients have been supported by Age UK Gloucestershire through System Flow during their discharge from hospital. Reducing readmission, generating cost savings for the Acute Hospital Trusts, reducing bed occupancy and easing flow within the health system.

Additionally, from August 2023 Age UK Gloucestershire established an information hub in the Atrium at Gloucestershire Royal Hospital, where nearly 600 people were supported with their enquiries. These included benefit entitlements, advice related to friends or family, and around dementia support.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024



One Glos 'Personalisation into Practice' Our People Stories



All it took was to ask... What matters to me...

System Flow Team AgeUK Gloucestershire

1. Tell us about how it happened, and why you are proud of it.

Meeting Lisa Carr, Programme Manager for Personalised Care who sought expressions of interest to onboard to the 'What Matters to Me Project' in Mar-23 and connect to other interdependent projects MyCaW a quality-of-life measurement tool and 1-off Hospital Discharges Personal Wellbeing Budgets. As a VSC we have the agility to work at pace across organisational boundaries for the benefit of citizens of Gloucestershire

2. Who did you work with?

NHS Glos ICB Commissioners, Programme Managers, Adult Social Care, Primary, Community & Secondary Care providers, other VCS charities and community partners.

3. How did you do it?

Upskilled the team in personalised care competencies through Motivational Interviewing training. Held 'What Matters' conversations with clients to coproduce personalised care and support plans (pcsp), supported by the use of the supported self-management tool – MyCaW to identify severity of concerns pre/post intervention. Signposted people to access place-based community activity and relevant organisations, e.g., locksmith, local taxi company, Hospital Discharge Team, Home First. Mobilised the 1-off Hospital Discharge Personal Wellbeing Budgets to facilitate timely hospital and reduce risk of readmission.

4. What was the impact for the person?

The rapid response from the AgeUK Gloucestershire System Flow team facilitated same day discharge for the patient, preventing an unnecessary extended stay in hospital and loss of the arranged package of care. The patient said that 'it felt good to get home', and a clinician at the hospital said that it had helped the hospital 'save a lot of money'.

5. How did working in a personalised way make you feel?

The team felt proud that there quick response enabled Mr Y to be discharged as planned and go home, and then support him to settle back in at home and avoid readmission.

6. Where do you see this work going next, opportunities you see for them?

To carry on implementing personalised care using Motivational Interviewing and Health Coaching techniques to enable people to make changes to improve their everyday health and wellbeing.

7. What could health and care leaders do to help make that happen?

Keep promoting personalised care, through training, improvement on the use of digital technology, data sharing protocols. Facilitate further collaboration between integrated system partners, and provide access to personal wellbeing budgets.



Mr Y's Story

It felt good to get home...'

It was a Friday lunchtime in September and a patient aged over 80yr was sat in the hospital Discharge Lounge awaiting hospital transport. It came to light that they had no door key for entry to their home as this was broken in the lock on their admission. The hospital based AUKG team was contacted by Discharge Lounge team for support. Without a key to their door, the patient could not be discharged and would result in losing their package of care, and a longer and unnecessary stay in hospital.

Springing into action, the System Flow team:

- Immediately spoke to the hospital team and patient and gained consent for locks to be changed.
- Arranged for a same day visit from a locksmith to change the lock at the patients' home, funded by the Personal Wellbeing Budget.
- Liaised with hospital colleagues to ensure the patient could be safely discharged in a timely manner ensuring their Home First visit and subsequent Package of Care was not cancelled.
- Liaised with Home First at the property to ensure they stayed until the client returned safely home and liaised with neighbour to provide new keys once new lock fitted.
- Provided an emergency fresh food shop, funded by the Personal Wellbeing Budget, and paid for a taxi to take the individual home.

As a result of the AUKG System Flow team's work, the cost to facilitate the discharge was less than £300 (from the Personal Wellbeing budget), and the individual was able to be discharged and return home as planned. This action avoided unnecessary bed use over the weekend and the potential loss of the patients' package of care. Once home, the individual was fully supported by re-ablement and social prescribers in the local community. AUKG has since made a welfare visit to the individual at home. They have settled back in well and have not been readmitted to hospital. The client told us that "*It felt good to get home*".

A clinician at the hospital fed back: "*The System Flow Support Team were brilliant today. Patient key broken and unable to open the door. Age UK organised locksmith and money, managed to send patient today. Without their support maybe discharge cancelled. Helped hospital a lot to save a lot of money*".



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Out of Hospital is funded by the NHS through ICB Gloucestershire since November 2016. As part of the wider local integrated systems, we support hospital discharge teams to reduce the risk of readmission.

Nearly 1,000 people were supported during 2023/24. This support included welfare and wellbeing checks, signposting and advice, benefits support and social support. Building confidence, resilience and reducing isolation.

Patients were able to remain independent within their own home, by organising support at home and reducing the burden on carers.

Provided with onward referral to other organisations and agencies, to help meet their needs.



Signposted to the wide variety of other Age UK Gloucestershire services and support, promoting confidence and wellbeing, for example social groups and digital champions.

Relationships have been built between staff at Age UK Gloucestershire, ward/discharge teams and the wider integrated system. Working together to understand the patients' needs and how best to support them and delivered through the lens of personalised care.



Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024



One Glos 'Personalisation into Practice' Our People Stories



All it took was to ask... What matters to me...



Mr X's Story

Mr X is almost 90 years old and has recently been discharged from hospital.

Out of Hospital Team AgeUK Gloucestershire

- 1. Tell us about how it happened, and why you are proud of it.**
Meeting Lisa Carr, Programme Manager for Personalised Care who sought expressions of interest to onboard to the 'What Matters to Me Project' in Mar-23 and connect to other interdependent projects MyCaW a quality-of-life measurement tool and 1-off Hospital Discharges Personal Wellbeing Budgets. As a VSC we have the agility to work at pace across organisational boundaries for the benefit of citizens of Gloucestershire
- 2. Who did you work with?**
NHS Glos ICB Commissioners, Programme Managers, Adult Social Care, Primary, Community & Secondary Care providers, Fire and Rescue, other VCS charities.
- 3. How did you do it?**
Upskilled the team in personalised care competencies through Motivational Interviewing training. Held 'What Matters' conversations with clients to coproduce personalised care and support plans (pcsp), supported by the use of the supported self-management tool – MyCaW to identify severity of concerns pre/post intervention. Signposted people to access place-based community activity and relevant organisations, e.g., Severn Wye. Mobilised the 1-off Hospital Discharge Personal Wellbeing Budgets to facilitate timely hospital and reduce risk of readmission.
- 4. What was the impact for the person?**
Mr X felt the support helped him to remain safe and independent at home. Through buying him a cooker he was able to cook safely. A new carpet reduced the risk of falling and the bed gave him a good nights sleep.
- 5. How did working in a personalised way make you feel?**
The team felt proud they had made a difference to Mr X's wellbeing providing him with resilience to remain living at home independently.
- 6. Where do you see this work going next, opportunities you see for them?**
To carry on implementing personalised care using Motivational Interviewing and Health Coaching techniques to enable people to make changes to improve their everyday health and wellbeing. Working collaboratively with integrated system partners to bring about personalised and meaningful health and quality of life benefits for individuals.
- 7. What could health and care leaders do to help make that happen?**
Keep promoting personalised care, through training, improvement on the use of digital technology, data sharing protocols. Continue to provide access to personal wellbeing budgets, to support discharge and helping individuals stay safe, independent and well at home.

He was sleeping on the sofa downstairs as he has no bed, and the gas cooker, had been condemned and not replaced. There was no active telephone line at the home and the mobile phone is often not charged. The client was struggling to pay his bills and had an electricity/gas meter which often runs out of credit.

We talked about what was important to him. He said he was worried about staying safely and independently at home and that *'at the moment things don't feel to be going very well'*. Mr X keeps busy at home by growing all of his vegetables himself, and was very proud of this, and he has friends with who he trades his crop with. He has a very old gas cooker, with a small gas leak but is still in use. We discussed other meal options but culturally, he likes to grow and cook his own meals. The stair carpet had come away from the stairs and was loose and had caused him to fall twice.

We were able to use the Personal Wellbeing Budget to make meaningful changes to Mr X's home and quality of life.

- We bought him a bed ordered and which was delivered the same day.
- We arranged for a new cooker to be delivered, replacing the one that was condemned. We also arranged for a new carpet to be fitted.
- We gave him £100 food vouchers from the Household Support Funds.

All this was the result of a 'What Matters to Me' conversation and a personalised support plan, funded through the Personal Wellbeing Budget.

In terms of the impact, a MyCAW survey was undertaken with the client pre and post intervention. In the initial MyCAW survey, his concern of 'Remaining at home independently and Safely' scored a5 (significant worry). Following the intervention, 2 weeks later, his rating of this concern had fallen to zero, demonstrating the positive impact of the intervention. Mr X is now once again able to cook his own meals with home grown produce. He sleeps in a bed, and his daughter has told us that he is so happy with the bed and was able to have the best night's sleep he has had in a while and wasn't worried about getting up and out to use the toilet.

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Be the **safe place** for people to contact if they don't know where to turn, where they can receive informed, patient and accessible help to move forward. We will also encourage forward-planning about later life for all.

Our ambition is that all older people have a place to turn to talk to about later life issues and where they can access advice and signposting to helpful information.

i Information and Advice

We can support you with

| | |
|---|---|
|  | <p>Community and Social Care Help you navigate the social care system so you can find the right care path and funding for you.</p> |
|  | <p>Legal Talk through processes and provide information and signposting to the appropriate support.</p> |
|  | <p>Housing Advise on housing options, support benefit applications and signpost to relevant agencies.</p> |
|  | <p>Finances Provide free benefits checks, help you make your application and advise on steps to get your finances in order.</p> |
|  | <p>Social isolation Tell you about social opportunities and activities near you and transport options to reach them.</p> |

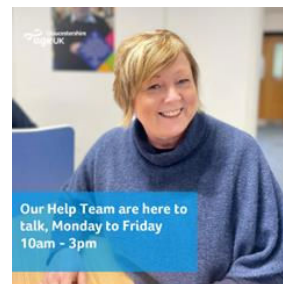
Age UK Gloucestershire's Help Team remains our flagship service. The approach taken by the team is to provide support for older people where and when they need it. Whether it's through information on our website, a telephone service, or providing support in the community through our outreach work.

Our Help Team is also supported by a skilled team of volunteers, who are successful in supporting people to complete both Attendance Allowance and Blue Badge applications.

"I could not have been able to apply for a disabled badge without your help"

"Just to let you know that... the DWP have re-looked at our Attendance Allowance claim and have changed their minds. He is eligible and indeed have back-dated it. Makes a real change to get some positive news... Thank you for all your help, it was so appreciated"

"I don't know if it's that you are all naturally kind people or if you've had wonderful training, but either way, you are great at what you do and seem to understand what people are going through. The volunteer who came and helped with the Attendance Allowance form was very friendly and had received excellent training as she knew exactly what she was doing"



"Just wanted to say thank you again for your invaluable help here. I have now successfully managed to get Attendance Allowance for my aunt and thanks to your guidance secured an extra amount...as you predicted. It was worth filling in the form all over again. [We have] a 24 hour carer at home now so this allowance helps to reduce the attrition on her savings"

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

What is happening in my area?

Our team receive a lot of requests from people asking what is going on near where they live or work to support them or their friends and family as they get older. As part of our development work in Tewkesbury, we created a guide to help colleagues provide support in the area.

The information booklet contains details of where and when people can find Age UK Gloucestershire social groups and drop in sessions. On top of this it provides key information for each area of Tewkesbury on various ways people can connect with others. We understand that communities aren't tied to boundary lines and have included information on some bordering areas in Worcestershire.

Over 200
different
groups and
activities
listed

As we are always looking at how our work can benefit a wide range of people, we have [published the Tewkesbury guide](#) on our website for anyone to use and also keep us informed of any new information or changes to keep it up to date.

Informed support to age well



Your Guide to Later Life in Gloucestershire 2023/24

All the information and advice you need to navigate later life,
stay independent at home and connect socially

16,000 copies of our key publication **Your Guide To Later Life in Gloucestershire** were distributed across the county to encourage people to think ahead about their later life wishes, make plans in advance and give them details of the support available.



More people are living longer and at Age UK Gloucestershire we feel this is something to celebrate and enjoy. Our later years can be a time of comfort and happiness. Simple steps like nurturing friendships, pursuing interests, staying active and making healthy eating choices can all give us the best chance of enjoying the later life we want. This guide provides a comprehensive guide to help people prepare for a future brimming with happiness and wellbeing.

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Distribution of Warm Packs funded by National Grid Community Matters Fund



Warm Packs: Winter 2023/24



Pack included:
Heated throw
Room thermometer
Flask
Draft excluder
Hot chocolate



For individuals facing fuel poverty and/or at risk of poorer health outcomes from living in a cold home.

From 48 survey responses...



95% agreed the warm pack helped them stay warmer at home during the colder winter months



agreed that living in a cold home makes their health worse



worry about the cost of heating their home



sometimes avoid putting the heating on due to cost

“The throw keeping me snug. Draft excluder a plus. All in all a wonderful gift to enable me to cope with weather and enjoy life without too many worries.”

“I used the heated throw all the time - it was a very welcome gift. My central heating was not used a great deal this winter due to expense and having to save for a new boiler. I have various health issues so keeping warm was important. It was also a wonderful boost to morale.”



Learnings: The final jigsaw piece

We delivered Warm Packs during January to March 2024. On reflection, we would provide any future Warm Packs earlier in the winter to maximise their benefit during the colder months.

Next steps



Given the positive feedback and usefulness of the packs, we will look to secure future funding for Warm Packs for winter 2024/5.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

Fundraising

Age UK Gloucestershire is registered with the Fundraising Regulator and all fundraising activities were carried out in accordance with their guidelines. No fundraising was carried out during the year by a third party/professional organisation.

We remain committed to protecting vulnerable people. All our fundraising communications are carefully planned, and peer-checked to ensure that supporters are not overwhelmed by volume or pressure of communications.

Our volunteers

We are nothing without our incredible team of volunteers. They are central to everything we do, are passionate about their work and provide a broad range of support that would not be possible without them.

Volunteering for Age UK Gloucestershire takes many forms.

Our trustees provide robust governance to ensure our activities align with our strategy and the regulations we are governed by. They help raise the profile of AUKG, represent us at events and provide support to the CEO and wider team with their individual skills, passions and experience.

Volunteers support our events, taking leading roles in our social groups. Our Digital Champions can be found on hand to provide support with laptops and mobile phones, or accessing services online.

As a core part of our Out of Hospital team, they provide support to people coming out of hospital and ensure they have what they need to reduce the risk of being readmitted and helping them to build confidence and resilience.

They provide integral support for our Help Team, especially through completing applications in our outreach settings.

Our volunteers help distribute our Grapevine magazine. Not only does this involve our regular volunteers, but local organisations and charities get involved and deliver 20,000 magazines across the county. This is a great opportunity for organisations to deliver on their own ambitions to give back to the county.

Over 80 people volunteered for Age UK Gloucestershire throughout this year, for which we are grateful to each and every one of you. We are looking to increase the number of people volunteering and increase the variety of roles. Please get in touch if you are interested.

Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024

Equality, Diversity and Inclusion

It is critical that equality, diversity and inclusion is embedded in every part of our work. The Board of Trustees oversee our clear action plan to understand where we can improve, who we can work with and what action we can take to be a more inclusive employer and a vocal advocate and ally for creating a fairer world.

We have commenced this work with a protected characteristic close to our hearts and close to our value – Age Friendly. We've signed the Age-friendly Employer Pledge, a nationwide programme run by the Centre for Ageing Better to make workplaces age-friendly.



By signing the pledge we are showing our commitment to older workers and making our workplace age-friendly. This means we're taking action to improve our recruitment, retention and development of workers aged 50 and over. Ensuring our benefits and culture support the needs of older people.

We are relentless in encouraging our community to be responsive and positive about ageing and we continue to advocate for organisations across Gloucestershire to recognise the benefits of a diverse, intergenerational workforce. Valuing the strengths and experience older people can bring.

Our work on creating a more diverse workforce has resulted in an increase in ethnicity, with 17% of staff identifying as non-white in September 2023, compared to 10% in 2021, along with a smaller increase in diversity for sexuality, carers and disability.

We have been developing our publications to improve accessibility and diversity in our images. Aiming to ensure all older people in Gloucestershire have an equitable opportunity to access our services and advice, as well as feel represented in our communications.

We now look forward to incorporating our learnings into our wider work and become a more active ally.

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Thank you for thinking of us



In the UK, 15% of voluntary income¹ received by charities is from money generously donated through wills. With almost three-quarters of people not having considered donating to charity as a legacy², it is an important consideration of how each of us can have a lasting impact on charities which are close to the heart of the people of Gloucestershire.

As an independent local charity, we are incredibly grateful to all of our legacy donors. With 28% of our income coming from legacies this year, this plays an integral part of ensuring that we are able to deliver for older people of Gloucestershire during some very challenging years.

One of our generous legacy donors received during this year initially had a meeting with our CEO in 2010. A letter received by Age UK Gloucestershire from the donor following that meeting highlighted how much that conversation meant to them. and influenced their legacy

“Concerning my proposed legacy in favour of Age Concern (Gloucestershire). I was heartened by the positive content of our discussion when we met; strengthened by your letter. Broadly [following our conversation] I increased the allocation to Age Concern... Put this down to your personal efforts.”

Letter from 2023 legacy donor written in 2010

When thinking about your legacy, there's a lot to consider. Our CEO will always be happy to meet with anyone considering leaving a legacy to a charity. We can answer any questions about the charity, our work and how we may celebrate any future contribution to the older people of Gloucestershire.

¹ <https://www.fundraisingregulator.org.uk/guidance/topics/legacy-fundraising>

² <https://fundraising.co.uk/2024/02/22/research-highlights-potential-for-legacy-giving-with-majority-surveyed-never-considering-it/>

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Thank you to our partners

We have been supported during the year by a range of commercial, voluntary, charitable and statutory organisations and wish to extend a heartfelt ‘thank you’ to:

Ableworld Gloucester, Active Gloucestershire, Age UK Friends, Age UK, Ageing Without Children, Barnwood Trust, Benefact Group, British Red Cross, Brockworth Community Centre, Brockworth Parish Council, Centre for Ageing Better, Churchdown Community Centre, Churchdown Library, Community Circles, Community Wellbeing Service, Ecclesiastical Insurance, Focus Cancer Support and Information Centre, Forest Voluntary Action Forum, GL11 Community Hub, Gloucester Central Library, Gloucester Council, Gloucestershire Carers Hub, Gloucestershire City Museum, Gloucestershire Community Foundation, Gloucestershire County Council, Gloucestershire Deaf Association, Gloucestershire Funders, Gloucestershire Foundation Trust, Gloucestershire Hospitals NHS Foundation Trust, Gloucestershire Older Drivers Forum, Gloucestershire Older Person’s Association, Gloucestershire VCS Alliance, Guilt Trip Gloucester, Holiday Inn Cheltenham, Homeshare UK, Independent Age, Julia and Hans Rausing Trust, Keepers Community Centre, Longlevens Community Centre, Marina Court, National Benevolent Charity, National Grid, Newent Library, Northway Parish Community Hub, One Gloucestershire Integrated Care System, Painswick Community Support, Quedgeley & District Golden Age Club, Quedgeley Library, Quedgeley Tesco Knitting Group, Severnsider Publication, Severn Wye Energy Agency, Spirax-Sarco, Stroud Journal Publication, Warm and Well, Ye Old Black Bear, and all the many individual donors and community groups who have supported us with time, funding and, or expertise this year.



The Charity is a member of the Age England Association, and a Brand Partner of Age UK. Age UK Gloucestershire remains an independent charity.

Age Concern Churchdown is a ‘Friend’ of Age UK Gloucestershire as part of their partnership arrangement with Age UK.

Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024

Fraud

We previously reported in the 2022-23 annual report and accounts that we identified a potentially fraudulent transaction on our bank accounts and the Board appointed an expert legal advisor and through him, an external audit company to support, who concluded that almost £460,000 had been fraudulently gained by a former employee, in a position of power and authority, through systemic dishonesty over a number of years dating back to 2016. The external audit company also concluded that there was no evidence that any other person has had any involvement or knowledge of the activity.

All recommendations from the external and independent financial investigators have been implemented and as a result our financial processes are significantly more robust and any gaps and risks identified have been mitigated.

The Board have worked closely with the expert legal advisor to explore all options open to recovering the funds and the costs associated with so doing, including the investigation.

We are pleased to report that as a result of this, at the time of writing this report, AUKG board have recovered £470,000. This not only covers the total amount identified as being fraudulently gained, but also includes a contribution towards the legal costs incurred by Age UK Gloucestershire. This income has been recognised in these accounts.

Importantly, this money can finally be used as originally intended – for the older people of Gloucestershire.

AUKG Board will continue to ensure all avenues of recovery are considered.

The case is currently with the Crown Prosecution Service and we continue to support this investigation.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

Financial review

In response to the financial uncertainty triggered by the pandemic, compounded by rising inflation and the associated cost of living crisis, we set a clear financial plan to manage our funds proactively which carried through from previous years. We continued to seek to avoid the need to draw on our investments during the year in order for them to fully recover from the impact of the pandemic by targeting additional income. This approach was in the main effective, and we were able to secure income to cover the majority of the costs of our operations during the year.

In transitioning to our 2040 Strategy which came into effect immediately prior to the pandemic we continue to experience some financial pressures. We always planned to utilise some of our reserves investing in the realisation of our vision of making Gloucestershire the best county in which to grow older. Our income generation plans, and their impacts continue to lag behind the operational changes made and the inherent costs in reshaping our services and focus.

We are reporting a surplus of £271k in year, which includes significant additional expenditure on independent investigation of the identified fraud and the funds recovered in relation to this.

Less funding for future years was available given the continuing short-term focus on the response to the cost of living crisis and the turbulence in public spending and services. As such we secured less income than we had anticipated for activity in 2024/25 and beyond. The successful recovery of the identified fraud and contribution towards the investigation costs increase our reserves to support our work in 2024/25.

Overall, despite the challenges identified, we are on track with the financial model we set alongside our 2040 strategic plan. We will continue to invest from our reserves in 24/25 and beyond to underpin our core delivery and to support our transition to financial stability through a mature approach to funding.

Investment policy and powers

Subject to the requirements of the Charity's governing documentation and legislation generally, the Trustees have discretion to invest funds as they consider appropriate. In exercising this discretion, the Trustees have regard to the potential funding requirements of the Charity and the need to balance return on assets and investment risk.

The performance of the investments is shown in note 12 of the financial statements.

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Reserves policy and designations

The Board has set a Reserve Policy which requires us to hold a reserve of Unrestricted Funds equivalent to six months staffing and operating costs in the event of the charity being wound up to enable it to meet the minimum redundancy payments to staff and to enable it to wind down (including enabling the charity to meet its obligations in the termination of its non-negotiable contracts with suppliers of goods and services) its charitable activities in a planned and controlled manner. This will reduce as much as possible the negative impact on beneficiaries. This policy is reviewed annually, and the reserve has been recalculated to £533k with effect from 1st April 2024 (58% of total reserves).

In line with the legal advice provided to our pensions provider, the trustees have also made an allowance of £5k from reserves for any future liability that may be incurred in paying the final instalment of the pension deficit, the delay is as a result of a pending legal case – not associated with Age UK Gloucestershire.

This amount totalling £538k is held to ensure we can meet all our commitments should the charity need to be wound up and reflects the effective risk management and careful governance in place.

In line with our strategic plan, Trustees have further Designated Funds totalling £99k to support our core activity and organisational development in the coming year.

A further £79k of the reserves are restricted funds – the purposes of these are outlined in note 18 of the accounts.

Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024

Plans for the future

Message from our CEO



I'm excited to have joined Age UK Gloucestershire at such a pivotal time. Five years into our 2040 strategy, we have dealt with numerous challenges which could not have been foreseen. Events which affected the whole world, and those closer to home. Directly affecting us personally as an organisation, and more importantly the older people of Gloucestershire.

We now have the opportunity to reflect on the learnings of the last five years and review how we shape the delivery of our strategy in this very different world. Building on our strong reputation and strengthening our relationships across the county and beyond. Maintaining a spotlight on the challenge and opportunities coming from the significant projected growth in our ageing population over the next 15 years.

I will be especially focused on our partnership with the Integrated Care Board and British Red Cross to deliver our successful Out of Hospital service. Collaborating over the year to inform the next phase of this service April 2025 onwards and reinforce how our unique experience, skills and position within the county can support its delivery and future success.

An area of the strategy I'm keen to develop is changing the narrative around ageing. Utilising our privileged position of hearing a broad range of views from older people, we have a responsibility to elevate the voice of older people. Sharing their stories, influencing and advocating for positive change, ensuring decisions which affect older people are made with older people. The exciting news that Baroness Fritchie is to be the Ambassador for Age UK Gloucestershire, will have a significant impact on our ability to achieve this ambition.

I have been very lucky to have had the opportunity to work with our outgoing Chair Pat during the first few months in my role. Pat has been a passionate part of Age UK Gloucestershire for 12 years in various roles and has been instrumental in shaping our charity into a sustainable, highly regarded and influential organisation. I would like to extend my thanks on behalf of Age UK Gloucestershire and the older people of Gloucestershire for an incredible tenure as our Chair of trustees.

Alan Inman-Ward, CEO

**Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024**

Get involved and make a difference to the future of older people in Gloucestershire...

Make a Donation



The demand on our services is growing day by day, and we rely on generous donations to carry out our work. Help us continue our work to support older people, their families and carers by providing invaluable services. Make a difference, please donate today.

Get Fundraising



The funds you raise will go towards helping support older people in Gloucestershire with access the benefits and services they are entitled to, reduce isolation by offering connections to social groups and tackling digital exclusion by empowerment.

Volunteer with Us



We have a real mix of opportunities for people who would like to volunteer to support older people in Gloucestershire. Whether you can make a regular commitment or only have a little time to give, we have something to suit you! Click below to get involved.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

Structure, governance and management

Legal status and governing document

Age Concern Gloucestershire is a registered Charity and Company Limited by guarantee. The Company has operated as Age UK Gloucestershire (AUKG) since 1 June 2010 and is referred to throughout this document by that name. The Company is governed by its Memorandum and Articles of Association originally dated 7 October 2005 and amended following a Special Resolution on 5 February 2020. The governing documents require the trustees to act in the best interest of the Charity and its beneficiaries. The trustees make no personal gain from the Charitable Company.

Appointment, induction and training of Board of trustees

A formal process is in place to ensure that the Board of Trustees has the range of skills and experience necessary to fulfil the responsibilities of the Trustees; this process includes undertaking a skills audit, advertising to attract new Board members with specific skills to meet gaps in Board expertise, a formal selection process and relevant checks, including Disclosure and Barring Service checks and ensuring individuals are not disqualified from serving as a Company Director.

Once appointed or co-opted, new Trustees undertake an induction programme which includes an introduction to all our projects. Trustees are made aware of relevant training opportunities.

Organisational structure

The overall responsibility for governance and financial affairs of Age UK Gloucestershire lies with its Board of Directors. The Board discharges this responsibility by determining the Charity's strategy, setting the delegated authority of the Chief Executive, maintaining a monitoring overview function and agreeing and monitoring the policies and procedures, which provide the framework for the management and operation of the Charity.

The Board is assisted in fulfilling its duties by an established process of convening working groups to operate on specific issues and to explicit remits in between full Board meetings.

Trustees also ensure compliance with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

The Annual General Meeting of the Charity elects the Trustees and Honorary Officers, appoints Auditors and considers and adopts the Annual Report and Audited Financial Statements for the preceding year's activities.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

The Charity's Chief Executive Officer is responsible for the day to day operation of the Charity and manages the staff and volunteers of the Charity on behalf of the Trustees. They are also the Company Secretary.

Remuneration of key management personnel

A pay review policy is in place which outlines our approach to an annual pay review for all colleagues, excluding the CEO. The Board considers any rise to salaries taking account of the financial position of the charity, wider economic indicators (e.g. inflation) and benchmarking against similar organisations. A recommendation is made to the Board for approval and implementation from April.

CEO salary is reviewed at financial year end following annual appraisal by the Chair. Any salary rise is considered by Trustees against achievement of objectives, overall organisation performance and relevant benchmarking information. The full Board makes the final decision on any change in remuneration of the CEO.

Risk management

The Board maintains a strategic risk register which is reviewed at the end of every Board meeting. In between Board meetings, the Executive review and update the risk register. The Trustees review risks on an ongoing basis and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance.

The Internal Audit Group appointed by the Board carries out quarterly, half-yearly and annual checks in line with the Financial Management Procedures reporting to the Board on any issues arising. However, any concerns identified by the Internal Audit Group are raised immediately with the CEO, Chair and Finance Manager for a prompt response and reporting back to the Board on the effectiveness of the actions taken.

Following external investigation, internal controls have been reviewed recommendations fully implemented.

In assessing risk Trustees recognise that some areas of our work require the acceptance and management of risk if our key objectives are to be achieved.

Age Concern Gloucestershire Report of the Trustees For the year ended 31 March 2024

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 charity and of the income and expenditure of the charity 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 Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Age Concern Gloucestershire
Report of the Trustees
For the year ended 31 March 2024

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Following a competitive procurement exercise, Hazlewoods were appointed as auditors to the charity during the year for FY 23/24.

Approved by the trustees on 28th August 2024 and signed on their behalf by

Patricia Le Rolland

Patricia Le Rolland - Trustee

Age Concern Gloucestershire
Statement of Trustees' responsibilities
For the year ended 31 March 2024

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Age Concern Gloucestershire Independent Auditors Report For the year ended 31 March 2024

Opinion

We have audited the financial statements of Age Concern Gloucestershire (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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).

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, 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 *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's 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 charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were 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.

**Age Concern Gloucestershire
Independent Auditors Report
For the year ended 31 March 2024**

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

**Age Concern Gloucestershire
Independent Auditors Report
For the year ended 31 March 2024**

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purpose 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

**Age Concern Gloucestershire
Independent Auditors Report
For the year ended 31 March 2024**

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 applicable to the charity financial statements or that had a fundamental effect on the operations of the charity. We determined that the most significant laws and regulations included United Kingdom Generally Accepted Accounting Practice and Companies Act 2006.
- We understood how the charity is complying with those legal and regulatory frameworks by making inquiries of management, and those responsible for legal and compliance procedures.
- We assessed the susceptibility of the charity's financial statements to material misstatement including how fraud might occur. Audit procedures performed by the engagement team included:
 - identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
 - understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - challenging assumptions and judgements made by management in its significant accounting estimates; and
 - identifying and testing journal entries, in particular any journal entries with unusual characteristics.

Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK).

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 auditor's report.

**Age Concern Gloucestershire
Independent Auditors Report
For the year ended 31 March 2024**

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.



**Felicity Sang FCA
(Senior Statutory Auditor)**

For and on behalf of:

Hazlewoods LLP

Chartered Accountants and Statutory Auditors

Staverton Court

Staverton

Cheltenham

GL51 0UX

Date: 30/09/2024

**Age Concern Gloucestershire
Statement of Financial Activities (including income and expenditure account)
For the year ended 31 March 2024**

| | Notes | Unrestricted funds 2024 £ | Restricted funds 2024 £ | Total funds 2024 £ | Unrestricted funds 2023 £ | Restricted funds 2023 £ | Total funds 2023 £ |
|---|-------|---------------------------------|-------------------------------|--------------------------|---------------------------------|-------------------------------|--------------------------|
| Income from: | | | | | | | |
| Donations and legacies | 2 | 404,782 | - | 404,782 | 138,071 | - | 138,071 |
| Charitable activities: | 3 | | | | | | |
| Support for individuals | | 16,750 | 204,842 | 221,592 | 10,750 | 266,000 | 276,750 |
| Community engagement | | - | 66,000 | 66,000 | - | 119,566 | 119,566 |
| Statutory projects | | 572,419 | - | 572,419 | 651,247 | 43,143 | 694,390 |
| Other trading activities | 4 | 6,375 | - | 6,375 | - | - | - |
| Investments | | 9,186 | - | 9,186 | 1,266 | - | 1,266 |
| Total income | | 1,009,512 | 270,842 | 1,280,354 | 801,334 | 428,709 | 1,230,043 |
| Expenditure on: | | | | | | | |
| Raising funds | | 162,004 | 6,738 | 168,742 | 146,229 | - | 146,229 |
| Charitable activities: | | | | | | | |
| Support for individuals | | 217,687 | 219,543 | 437,230 | 106,247 | 228,306 | 334,553 |
| Community engagement | | 119,548 | 72,594 | 192,142 | 71,160 | 109,784 | 180,944 |
| Statutory projects | | 515,174 | 4,955 | 520,129 | 575,327 | 1,397 | 576,724 |
| Total expenditure | 6 | 1,014,413 | 303,830 | 1,318,243 | 898,963 | 339,487 | 1,238,450 |
| Net income / (expenditure) before gains / (losses) | | (4,901) | (32,988) | (37,889) | (97,629) | 89,222 | (8,407) |
| Net gains / (losses) on investments | | 13,439 | - | 13,439 | (18,841) | - | (18,841) |
| Net income / (expenditure) | | 8,538 | (32,988) | (24,450) | (116,470) | 89,222 | (27,248) |
| Extraordinary item | 23 | 295,529 | - | 295,529 | (85,028) | - | (85,028) |
| Net movement in funds | | 304,067 | (32,988) | 271,079 | (201,498) | 89,222 | (112,276) |
| Total funds brought forward | | 735,370 | 111,800 | 847,170 | 936,868 | 22,578 | 959,446 |
| Total funds carried forward | | 1,039,437 | 78,812 | 1,118,249 | 735,370 | 111,800 | 847,170 |

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

The notes on pages 43 to 60 form part of these financial statements.

Age Concern Gloucestershire
Balance Sheet
For the year ended 31 March 2024

| | Notes | 2024 | | 2023 | |
|---|-------|------------------|------------------|----------------|----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Tangible assets | 11 | | 15,464 | | 23,048 |
| Investments | 12 | | 160,260 | | 149,916 |
| Current assets | | | | | |
| Stock | | 29,860 | | - | |
| Debtors | 13 | 518,565 | | 97,368 | |
| Current asset investments | 14 | 429,385 | | - | |
| Cash at bank and in hand | | 176,443 | | 813,465 | |
| | | <u>1,154,253</u> | | <u>910,833</u> | |
| Creditors: amounts falling due within one year | 15 | (211,728) | | (236,627) | |
| | | | | | |
| Net current assets | | | <u>942,525</u> | | <u>674,206</u> |
| Net assets | | | <u>1,118,249</u> | | <u>847,170</u> |
| Income funds | | | | | |
| Restricted funds | 18 | | 78,812 | | 111,800 |
| <u>Unrestricted funds</u> | | | | | |
| Designated funds | 18 | 567,490 | | 631,278 | |
| General unrestricted funds | 18 | 471,947 | | 104,092 | |
| | | | <u>1,039,437</u> | | <u>735,370</u> |
| Total funds | | | <u>1,118,249</u> | | <u>847,170</u> |

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

30/9/2024

The financial statements were approved by the Trustees on

Patricia Le Rolland

Patricia Le Rolland
Trustee

Company registration number 05586735

Age Concern Gloucestershire
Statement of Cashflows
For the year ended 31 March 2024

| | Notes | 2024 £ | 2023 £ |
|---|-------|-----------------------|-----------------------|
| Cash flows from operating activities | | | |
| Cash used in operations | 21 | (212,142) | (87,517) |
| Investing activities | | | |
| Dividends, interest and rents from investments | | 9,186 | 1,266 |
| Purchase of tangible fixed assets | | (4,681) | (15,348) |
| Disposal of listed investments | | - | 848,656 |
| Purchase of fixed asset investments | | <u>-</u> | <u>(149,916)</u> |
| Net cash provided by investing activities | | <u>4,505</u> | <u>684,658</u> |
| Net (decrease)/increase in cash and cash equivalents | | <u>(207,637)</u> | <u>597,141</u> |
| Cash and cash equivalents at beginning of year | | <u>813,465</u> | <u>216,324</u> |
| Cash and cash equivalents at end of year | | <u><u>605,828</u></u> | <u><u>813,465</u></u> |
| Analysis of cash and cash equivalents | | | |
| Current asset investments | | 429,385 | - |
| Cash at bank and in hand | | <u>176,443</u> | <u>813,465</u> |
| Cash and cash equivalents at the end of the year | | <u><u>605,828</u></u> | <u><u>813,465</u></u> |

The charity has not provided an analysis of changes in net debt as it does not have any long-term financing arrangements.

Age Concern Gloucestershire

Notes to the financial statements (continued)

For the year ended 31 March 2024

1 Accounting policies

a) General information

Age Concern Gloucestershire is a registered Charity, incorporated in England & Wales as a private company. It is limited by guarantee and accordingly has no share capital. It is registered with Companies House under company number 05586735, and with the Charity Commission under reference number 1111773. The registered office and principle place of business is Henley House, Barnett Way, Barnwood, Gloucestershire, GL4 3RT.

b) Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

c) Basis of preparation

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

Age Concern Gloucestershire 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.

d) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

e) Income

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

Income from the 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.

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 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 received in advance of contract delivery is deferred until criteria for income recognition are met.

f) Interest receivable

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.

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

g) Funds accounting

Unrestricted general funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Grants payable

Grants which have been authorised and paid are included as expenditure in the Statement of Financial Activities.

j) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis:

| | 2024 | 2023 |
|-------------------------|-------|-------|
| Raising funds | 12.8% | 11.7% |
| Support for individuals | 33.2% | 14.4% |
| Community engagement | 14.6% | 17.8% |
| Statutory projects | 39.4% | 56.1% |

k) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

| | |
|------------------------|-------------------------|
| Fixtures and fittings | 25% / 33% straight line |
| Leasehold improvements | 33.3% straight line |
| Equipment | 20% straight line |

Items of equipment are capitalised where the purchase price exceeds £1,000.

l) Stock

Stock is stated at the lower of cost and estimated selling price less costs to sell. The cost of finished goods comprises direct material costs. At each reporting date, stocks are assessed for impairment. If stocks are impaired, the carrying amount is reduced to its selling price less costs to sell; the impairment loss is recognised immediately in profit or loss.

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at fair value (their market value). The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

o) Current asset investments

Current asset investments consists of cash equivalents held on deposit for investment purposes with a maturity date of less than one year and more than three months from the date of acquisition or opening of the deposit or similar account.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

q) Creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of activity from suppliers. Trade creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost.

r) Financial instruments

• Classification

Financial instruments are classified and accounted for according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

• Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

• Impairment

Assets, other than those measured at fair value, are assessed for indicators of impairment at each balance sheet date. If there is objective evidence of impairment, an impairment loss is recognised in profit or loss as described below.

A non-financial asset is impaired where there is objective evidence that, as a result of one or more events that occurred after initial recognition, the estimated recoverable value of the asset has been reduced. The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use.

For financial assets carried at amortised cost, the amount of an impairment is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the financial asset's original effective interest rate.

For financial assets carried at cost less impairment, the impairment loss is the difference between the asset's carrying amount and the best estimate of the amount that would be received for the asset if it were to be sold at the reporting date.

Where indicators exist for a decrease in impairment loss, and the decrease can be related objectively to an event occurring after the impairment was recognised, the prior impairment loss is tested to determine reversal. An impairment loss is reversed on an individual impaired financial asset to the extent that the revised recoverable value does not lead to a revised carrying amount higher than the carrying value had no impairment been recognised.

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

s) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are described below.

Depreciation

Depreciation As described in note 1i to the financial statements, depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. Depreciation rates in operation during the current and prior period were as follows:

| | |
|------------------------|-------------------------|
| Fixtures and fittings | 25% / 33% straight line |
| Leasehold improvements | 33% straight line |
| Equipment | 20% straight line |

2 Income from donations and legacies

| | Unrestricted funds 2024 £ | Restricted funds 2024 £ | Total funds 2024 £ | Unrestricted funds 2023 £ | Restricted funds 2023 £ | Total funds 2023 £ |
|-----------|------------------------------------|----------------------------------|-----------------------------|------------------------------------|----------------------------------|-----------------------------|
| Donations | 42,982 | - | 42,982 | 21,832 | - | 21,832 |
| Legacies | 361,800 | - | 361,800 | 116,239 | - | 116,239 |
| | <u>404,782</u> | <u>-</u> | <u>404,782</u> | <u>138,071</u> | <u>-</u> | <u>138,071</u> |

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

3 Income from charitable activities

| | Unrestricted funds 2024 £ | Restricted funds 2024 £ | Total funds 2024 £ |
|---|---------------------------------|-------------------------------|--------------------------|
| Support for individuals | | | |
| Gloucestershire County Council Household Support Fund | - | 122,843 | 122,843 |
| The Julia and Hans Rausing Fund | - | 21,999 | 21,999 |
| National Benevolent | - | 10,000 | 10,000 |
| National Grid Community Matters | - | 10,000 | 10,000 |
| Barnwood Trust | - | 10,000 | 10,000 |
| Grant for Help Team | - | 30,000 | 30,000 |
| Winter Warmth | 1,000 | - | 1,000 |
| Partner Payment | 15,750 | - | 15,750 |
| | <u>16,750</u> | <u>204,842</u> | <u>221,592</u> |
| Community engagement | | | |
| Digital Champions | - | 36,000 | 36,000 |
| Age UK Cost of Living | - | 30,000 | 30,000 |
| | <u>-</u> | <u>66,000</u> | <u>66,000</u> |
| Statutory projects | | | |
| NHS Gloucestershire | 554,882 | - | 554,882 |
| Homeshare fees | 17,537 | - | 17,537 |
| | <u>572,419</u> | <u>-</u> | <u>572,419</u> |
| Total | <u>589,169</u> | <u>270,842</u> | <u>860,011</u> |

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

3 Income from other trading activities (continued)
Prior year comparative

| | Unrestricted funds 2023 | Restricted funds 2023 | Total funds 2023 |
|---|----------------------------|--------------------------|-------------------------|
| | £ | £ | £ |
| Support for individuals | | | |
| Gloucestershire County Council Household Support Fund | - | 241,000 | 241,000 |
| The Julia and Hans Rausing Fund | - | 25,000 | 25,000 |
| Partner Payment | 10,750 | - | 10,750 |
| | <u>10,750</u> | <u>266,000</u> | <u>276,750</u> |
| Community engagement | | | |
| Community Circles | - | 46,249 | 46,249 |
| Digital Champions | - | 36,000 | 36,000 |
| Age UK Walking | - | 20,000 | 20,000 |
| Age UK Cost of Living | - | 10,000 | 10,000 |
| Summerfield | - | 5,130 | 5,130 |
| Keep Safe Gloucestershire | - | 1,687 | 1,687 |
| Brockworth Council | - | 500 | 500 |
| | <u>-</u> | <u>119,566</u> | <u>119,566</u> |
| Statutory projects | | | |
| NHS Gloucestershire | 635,025 | 43,143 | 678,168 |
| Homeshare fees | 16,222 | - | 16,222 |
| | <u>651,247</u> | <u>43,143</u> | <u>694,390</u> |
| Total | <u><u>661,997</u></u> | <u><u>428,709</u></u> | <u><u>1,090,706</u></u> |

4 Income from other trading activities

| | Unrestricted funds 2024 | Restricted funds 2024 | Total funds 2024 | Unrestricted funds 2023 | Restricted funds 2023 | Total funds 2023 |
|--------------|----------------------------|--------------------------|---------------------|----------------------------|--------------------------|---------------------|
| | £ | £ | £ | £ | £ | £ |
| Sundry Sales | <u>6,375</u> | <u>-</u> | <u>6,375</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| Total | <u><u>6,375</u></u> | <u><u>-</u></u> | <u><u>6,375</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> |

Age Concern Gloucestershire

Notes to the financial statements (continued)

For the year ended 31 March 2024

5 Government grants

The charitable company received government grants, defined as grants from the Gloucestershire County Council to fund charitable activities. The total value of such grants in the period ending 31 March 2024 was £122,843 (2023: £241,000). There are no unfulfilled conditions or contingencies attaching to these grants in either period.

6 Total expenditure

| | Raising funds | Support for individuals | Community engagement | Statutory projects | Support and governance costs | 2024 Total |
|--|----------------|-------------------------|----------------------|--------------------|------------------------------|------------------|
| | £ | £ | £ | £ | £ | £ |
| Staff costs (note 9) | 80,524 | 183,507 | 128,821 | 359,740 | 183,024 | 935,616 |
| Staff and volunteer expenses | 938 | 4,748 | 6,198 | 11,259 | 1,243 | 24,386 |
| Other staff costs | 9,719 | 2,907 | 645 | 2,409 | 25,209 | 40,889 |
| IT and licenses | 4,103 | - | 1,135 | - | 27,772 | 33,010 |
| Telephones | 938 | 2,089 | 1,046 | 3,382 | 9,929 | 17,384 |
| Printing and stationary | 19,192 | - | 940 | 14 | 13,902 | 34,048 |
| Insurance | - | - | 120 | - | 5,320 | 5,440 |
| Rent and utilities | - | - | - | - | 42,072 | 42,072 |
| Activities | 2,008 | 25,566 | 320 | 537 | 2,103 | 30,534 |
| Grants payable (note 7) | - | 76,128 | - | - | - | 76,128 |
| PR and advertising | 4,900 | - | - | 573 | - | 5,473 |
| Legal and professional | - | - | - | - | 34,155 | 34,155 |
| Bank charges | 216 | 42 | - | 52 | 328 | 638 |
| Depreciation | - | - | - | - | 12,265 | 12,265 |
| Bad debt | - | - | - | - | 14 | 14 |
| Sundry | 83 | 22,738 | 400 | - | 2,970 | 26,191 |
| | 122,621 | 317,725 | 139,625 | 377,966 | 360,306 | 1,318,243 |
| Allocation of support and governance costs | 46,121 | 119,505 | 52,517 | 142,163 | (360,306) | - |
| Total expenditure | 168,742 | 437,230 | 192,142 | 520,129 | - | 1,318,243 |

Total governance costs were £15,660 (2023: £7,200).

In the year, £1,014,413 (2023: £898,963) of the expenditure was unrestricted and £303,830 (2023: £339,487) was restricted.

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

6 Total expenditure (continued)
Prior year comparative

| | Raising funds | Support for individuals | Community engagement | Statutory projects | Support and governance costs | 2023 Total |
|--|----------------|-------------------------|----------------------|--------------------|------------------------------|------------------|
| | £ | £ | £ | £ | £ | £ |
| Staff costs (note 9) | 77,792 | 95,901 | 114,250 | 367,507 | 169,913 | 825,363 |
| Staff and volunteer expenses | 455 | 554 | 4,208 | 7,312 | 1,031 | 13,560 |
| Other staff costs | 338 | 2,028 | 2,239 | 2,466 | 7,544 | 14,615 |
| IT and licenses | 14,138 | - | 1,282 | 4,562 | 19,398 | 39,380 |
| Telephones | 650 | 781 | 761 | 3,364 | 10,542 | 16,098 |
| Printing and stationary | 11,548 | - | 674 | 9,121 | 24,522 | 45,865 |
| Insurance | - | - | 20 | - | 3,802 | 3,822 |
| Rent and utilities | - | 349 | 145 | 1,278 | 41,240 | 43,012 |
| Activities | 237 | 5,265 | 392 | 1,291 | 1,003 | 8,188 |
| Grants payable (note 7) | - | 183,962 | - | - | - | 183,962 |
| PR and advertising | 3,691 | - | - | 851 | 51 | 4,593 |
| Legal and professional | - | - | 551 | - | 15,203 | 15,754 |
| Bank charges | 32 | - | - | 61 | 2,567 | 2,660 |
| Depreciation | - | - | - | - | 16,083 | 16,083 |
| Bad debt | - | - | - | 818 | 51 | 869 |
| Sundry | 196 | 10 | 203 | 579 | 3,638 | 4,626 |
| Sub-total | 109,077 | 288,850 | 124,725 | 399,210 | 316,588 | 1,238,450 |
| Allocation of support and governance costs | 37,152 | 45,703 | 56,219 | 177,514 | (316,588) | - |
| Total expenditure | 146,229 | 334,553 | 180,944 | 576,724 | - | 1,238,450 |

7 Grants payable

During the year, 597 (2023: 1,667) new grants were awarded to individuals for support with household food and energy costs.

Total grants committed to during the year were as follows:

| | 2024 £ | 2023 £ |
|-------------------------------|---------------|----------------|
| Grants payable to individuals | <u>76,128</u> | <u>183,962</u> |

Allocation of support costs to grant making activities is given in note 6.

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

8 Net movement in funds

| | 2024 £ | 2023 £ |
|---|-------------------|-------------------|
| Net movement in funds is stated after charging/(crediting): | | |
| Depreciation | 12,265 | 16,083 |
| Operating lease payments | 31,551 | 26,581 |
| Auditors' remuneration | | |
| Statutory audit | 15,660 | 6,000 |
| Other services | - | 360 |
| | <u> </u> | <u> </u> |

All of the above expenditure was paid for via unrestricted funds. There was no expenditure incurred out of restricted funds.

9 Staff costs and numbers

| | 2024 No. | 2023 No. |
|--|----------------|----------------|
| The average monthly number of employees during the year was: | 37 | 36 |
| | | |
| | 2024 £ | 2023 £ |
| Employment costs | | |
| Wages and salaries | 816,766 | 722,335 |
| Social security costs | 60,900 | 53,133 |
| Other pension costs | 57,950 | 49,895 |
| | <u>935,616</u> | <u>825,363</u> |

There were no employees whose annual remuneration was £60,000 or more.

The key management personnel of the charitable company comprise the Trustees, Chief Executive Officer, and Managers. The total employee benefits of the key management personnel were £273,853 (2023: £256,402) with an increase in relation to higher costs for fundraising and ops.

The Trustees ensure that all staff are remunerated in line with the comparative employment market, inflation and the financial position of the charity. Grading structures are reviewed regularly to ensure staff across the organization received fair remuneration for their roles.

No Trustee received any remuneration from the Charity during the year (2023 - £nil).

Trustee expenses totalling £63 (2023 - £Nil) were reimbursed to 1 (2023 - Nil) Trustees during the year. At the year end £Nil (2023 - £Nil) was outstanding and owed to Trustees.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

11 Tangible fixed assets

| | Fixtures and fittings | Leasehold improvements | Equipment | Total |
|------------------------|------------------------------|-------------------------------|------------------|----------------|
| | £ | £ | £ | £ |
| Cost | | | | |
| At 1 April 2023 | 80,097 | 17,974 | 2,927 | 100,998 |
| Additions in year | <u>4,681</u> | <u>-</u> | <u>-</u> | <u>4,681</u> |
| At 31 March 2024 | <u>84,778</u> | <u>17,974</u> | <u>2,927</u> | <u>105,679</u> |
| Depreciation | | | | |
| At 1 April 2023 | 60,045 | 14,978 | 2,927 | 77,950 |
| Charged in the year | <u>11,067</u> | <u>1,198</u> | <u>-</u> | <u>12,265</u> |
| At 31 March 2024 | <u>71,112</u> | <u>16,176</u> | <u>2,297</u> | <u>90,215</u> |
| Carrying amount | | | | |
| At 31 March 2024 | <u>13,666</u> | <u>1,798</u> | <u>-</u> | <u>15,464</u> |
| At 31 March 2023 | <u>20,052</u> | <u>2,996</u> | <u>-</u> | <u>23,048</u> |

12 Investments

Listed investments

| | 2024 | 2023 |
|---------------------------|----------|-----------|
| | £ | £ |
| Market value at 1 April | - | 867,497 |
| Disposals proceeds | - | (848,656) |
| Realised gains / (losses) | - | (18,841) |
| Market value at 31 March | <u>-</u> | <u>-</u> |
| Historical cost | <u>-</u> | <u>-</u> |

Unlisted investments

| | 2024 | 2023 |
|----------------------|----------------|----------------|
| | £ | £ |
| Unlisted investments | <u>160,260</u> | <u>149,916</u> |

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

13 Debtors

| | 2024 | 2023 |
|---|----------------|---------------|
| | £ | £ |
| Amounts falling due within one year: | | |
| Debtors | - | 39,333 |
| Prepayments | 24,598 | 58,035 |
| Accrued income | 23,967 | - |
| Other debtors | 470,000 | - |
| | <u>518,565</u> | <u>97,368</u> |

14 Current asset investments

| | 2024 | 2023 |
|---------------|----------------|----------|
| | £ | £ |
| Cash deposits | <u>429,385</u> | <u>-</u> |

15 Creditors: amounts falling due within one year

| | 2024 | 2023 |
|------------------------------------|----------------|----------------|
| | £ | £ |
| Trade creditors | 28,616 | 22,758 |
| Accruals | 36,253 | 22,299 |
| Deferred income (see note 16) | 38,720 | 79,723 |
| Other taxation and social security | 14,193 | - |
| Other creditors | 93,946 | 111,847 |
| | <u>211,728</u> | <u>236,627</u> |

16 Deferred income

| | 2024 | 2023 |
|--------------------------|---------------|---------------|
| | £ | £ |
| At 1 April 2023 | 79,723 | 34,727 |
| Deferred during the year | 38,720 | 79,723 |
| Released during the year | (79,723) | (34,727) |
| At 31 March 2024 | <u>38,720</u> | <u>79,723</u> |

Deferred income relates to service provision invoiced in advance.

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

17 Analysis of net assets between funds

| | Restricted funds | Designated funds | General funds | Total funds |
|-----------------------------|-----------------------------|-----------------------------|--------------------------|--------------------|
| | £ | £ | £ | £ |
| Tangible fixed assets | - | - | 15,464 | 15,464 |
| Non-current investments | - | - | 160,260 | 160,260 |
| Current assets | 86,304 | 567,490 | 500,459 | 684,253 |
| Current liabilities | (7,492) | - | (204,236) | (211,728) |
| Net assets as 31 March 2024 | <u>78,812</u> | <u>567,490</u> | <u>471,947</u> | <u>1,154,253</u> |
| Prior year comparative | Restricted funds | Designated funds | General funds | Total funds |
| | £ | £ | £ | £ |
| Tangible fixed assets | - | - | 23,048 | 23,048 |
| Non-current investments | - | - | 149,916 | 149,916 |
| Current assets | 111,800 | 631,278 | 167,755 | 910,833 |
| Current liabilities | - | - | (236,627) | (236,627) |
| Net assets as 31 March 2023 | <u>111,800</u> | <u>631,278</u> | <u>104,092</u> | <u>847,170</u> |

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

18 Movement in funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

| | At 1 April 2023 £ | Income £ | Expenditure incl. extraordinary items £ | Transfers between funds £ | Gains / (losses) £ | At 31 March 2024 £ |
|--|-------------------------|------------------|---|------------------------------------|--------------------------|--------------------------|
| Restricted funds | | | | | | |
| Brockworth PC | 159 | - | - | - | - | 159 |
| The Julia and Hans Rausing Trust | 12,500 | - | (12,500) | - | - | - |
| Keep Safe Gloucestershire | 1,074 | - | - | - | - | 1,074 |
| Age UK Walking Programme Grant | 14,825 | - | (14,825) | - | - | - |
| Digital Champions | (6,340) | 36,000 | (29,660) | - | - | - |
| Household Support Fund | 38,928 | 122,843 | (115,056) | - | - | 46,715 |
| Summerfield Charitable Trust | 5,130 | - | (5,130) | - | - | - |
| Proactive Care Wellbeing | 29,186 | - | (18,407) | - | - | 10,779 |
| Age UK Cost of Living Response Fund | 3,778 | 30,000 | (26,278) | - | - | 7,500 |
| Volunteer Co- Ordinator | 12,560 | - | (12,560) | - | - | - |
| Rausing Christmas National Grid | - | 21,999 | (21,999) | - | - | - |
| Community Matters Fund | - | 10,000 | (10,000) | - | - | - |
| Barnwood Trust | - | 10,000 | - | - | - | 10,000 |
| National Benevolent Fund | - | 10,000 | (7,415) | - | - | 2,585 |
| Help team grant | - | 30,000 | (30,000) | - | - | - |
| Total restricted funds | 111,800 | 270,842 | (303,830) | - | - | 78,812 |
| Unrestricted funds | | | | | | |
| <i>Designated funds:</i> | | | | | | |
| Investment for income generation | 51,000 | - | - | (23,000) | - | 28,000 |
| Frontline charitable activity | 55,000 | - | - | - | - | 55,000 |
| Project development | 31,000 | - | - | (15,000) | - | 16,000 |
| Pension commitments | 5,250 | - | - | - | - | 5,250 |
| Lease commitments | 52,080 | - | - | (25,788) | - | 26,292 |
| Six months operating costs | 436,948 | - | - | - | - | 436,948 |
| Total designated funds | 631,278 | - | - | (63,788) | - | 567,490 |
| General funds | 104,092 | 1,009,512 | (718,884) | 63,788 | 13,439 | 471,947 |
| Total unrestricted funds | 735,370 | 1,009,512 | (718,884) | - | 13,439 | 1,039,437 |
| Total | 847,170 | 1,280,354 | (1,022,714) | - | 13,439 | 1,118,249 |

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

18 Movement in funds (continued)

Purposes of restricted funds – current year

Brockworth PC Brockworth Parish council have given the Brockworth Friendship group a discretionary fund. This has been and will be used by the group to support group activity, pursue interests and cover transport costs for day trips.

The Julia and Hands Rausing Trust Grant towards our core costs, particularly the work we do to combat loneliness in older people.

Keep Safe Gloucestershire Grant towards our core costs, particularly the work we do to combat loneliness in older people. A program previously funded by the OPCC (Office of the Police & Crime Commissioner), which when funding ceased was absorbed by AUKG (Age UK Gloucestershire).

Age UK Walking Programme Grant To set up two new walking groups in Tewkesbury for people over 75 who are currently inactive.

Digital Champions To recruit and train Digital Champions volunteers to support older people to gain confidence in using digital technology.

Household Support Fund DWP (Department for Work & Pensions) grant funding distributed by local authorities to provide support for older people through the provision of shopping vouchers, during the cost-of-living crisis.

Summerfield Charitable Trust Grant towards the design and print costs of Grapevine Magazine in Summer 2023. Written for older people by our community of volunteer editors, this publication was packed full of practical advice, activities, puzzles, recipes and much more.

Proactive Care Wellbeing Grant A grant of personal care budgets funding from the ICB (Integrated Care Board) to fund individual requirements which would enable a more seamless and swifter discharge from hospital and enable them to remain safe and independent at home, thereby reducing the likelihood of readmission to hospital.

Age UK Cost of Living Grant used for our community engagement team and towards running social groups across the county where older people can access support to help them manage the cost-of-living crisis.

Volunteer Coordinator Grant from the Gloucestershire Integrated Care Board to fund volunteer coordination in support of the Out of Hospital service.

Rausing Christmas This grant was provided to enable the purchase and delivery of warm packs (including heated throws, draught excluders, flasks, hot chocolate and other items) to the vulnerable. Christmas hampers and Christmas parties to uplift and spread some joy to our beneficiaries and was used specifically during the winter months.

National Grid Communities Matters Fund This Grant provided AUKG to provide 100 warm packs to the vulnerable during the winter months. The warm packs aimed to help people stay warmer at home and reduce the risk of poorer health outcomes from living in a cold home.

Barnwood Trust This Grant originates from the NHS and is issued on behalf of the 'One Gloucestershire Integrated Care System', administered by Barnwood Trust. As with the National Benevolent fund this is to increase outreach work, to reach new communities and target older people who are most in need of our services; more specifically to increase capacity within the Help Team by contributing towards the core salary costs of Help Team advisors.

National Benevolent Fund This funding was match funded with NHS One Gloucestershire ICB Grant to support our increasing outreach work, to reach new communities and target older people who are most in need of our services; more specifically to increase capacity within the Help Team by contributing towards the core salary costs of a full-time equivalent Help Team Adviser.

Help Team Grant from Gloucestershire City Council to support the valuable work that our Help Team deliver.

Age Concern Gloucestershire Notes to the financial statements (continued) For the year ended 31 March 2024

Purposes of restricted funds – prior year

Amenity & Winter Warmth to provide information and advice to older people on their energy and heating requirements to remain warm over winter.

Community Circles Our Community Circles Pilot began this year, focusing on offering support to people Ageing Without Children (AWOC). We worked with individuals who risk becoming isolated and who need a little help to grow their support network to enable them to do the things that are important to them, such as spending more time with the people whose company they enjoy, starting a new hobby or re-engaging with an old one, going out more or joining new activities.

Purposes of designated funds

Investment for income generation

The organisation needs to improve its fundraising activity to support future activity. Funding is needed to draw in expertise and staffing to oversee fundraising activities with a view to generating project specific and unrestricted income for charitable activities.

Frontline charitable activity

Ensuring funding for our core charitable activity, to provide a Help Team able to respond to enquiries from the public, as well as to continue our community engagement work. The physical base that activities operate from also requires investment to make it fit for purpose moving forward. Also included are six months general running costs. Trustees also forecast further years of operating losses as the organisation's financial model is reprofiled.

Project development

Capacity to seed and/or match fund new initiatives and projects.

Pension commitments

Commitments covering current and future pension liabilities.

Lease commitments

The commitments include the cost of the property lease until the first break clause and miscellaneous operating lease agreements.

Six months operating costs

Held in line with the charity's reserves policy.

Transfers between funds

Transfers between designated funds represent adjustments agreed by the trustees of the charity.

Funds in deficit

Funds in deficit represent on going projects where funding instalments are not coterminous with the financial year end. There is confirmed future funding in place for such projects.

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

18 Movement in funds (continued)
Prior year comparative

| | At 1 April 2022 £ | Income £ | Expenditure incl. extraordinary items £ | Transfers between funds £ | Gains / (losses) £ | At 31 March 2023 £ |
|--|-------------------------|------------------|---|------------------------------------|--------------------------|--------------------------|
| Restricted funds | | | | | | |
| Amenity & Winter Warmth | 8,844 | - | (8,844) | - | - | - |
| Barnwood Trust | 1,234 | - | (1,234) | - | - | - |
| Brockworth PC | - | 500 | (341) | - | - | 159 |
| Community Circles | - | 46,249 | (46,249) | - | - | - |
| The Julia and Hans Rausing Trust | 12,500 | 25,000 | (25,000) | - | - | 12,500 |
| Keep Safe | - | 1,687 | (613) | - | - | 1,074 |
| Gloucestershire Age UK Walking Programme Grant | - | 20,000 | (5,175) | - | - | 14,825 |
| Digital Champions | - | 36,000 | (42,340) | - | - | (6,340) |
| Household Support Fund | - | 241,000 | (202,072) | - | - | 38,928 |
| Summerfield Charitable Trust | - | 5,130 | - | - | - | 5,130 |
| Proactive Care Wellbeing | - | 30,000 | (814) | - | - | 29,186 |
| Age UK Cost of Living Response Fund | - | 10,000 | (6,222) | - | - | 3,778 |
| Volunteer Co-Ordinator | - | 13,143 | (583) | - | - | 12,560 |
| Total restricted funds | 22,578 | 428,709 | (339,487) | - | - | 111,800 |
| Unrestricted funds | | | | | | |
| <i>Designated funds:</i> | | | | | | |
| Investment for income generation | 137,000 | - | - | (86,000) | - | 51,000 |
| Frontline charitable activity | 75,162 | - | - | (20,162) | - | 55,000 |
| Project development | 51,000 | - | - | (20,000) | - | 31,000 |
| Pension commitments | 10,000 | - | - | (4,750) | - | 5,250 |
| Lease commitments | 30,000 | - | - | 22,080 | - | 52,080 |
| Six months operating costs | 560,000 | - | - | (123,052) | - | 436,948 |
| <i>Total designated funds</i> | 863,162 | - | - | (231,884) | - | 631,278 |
| General funds | 73,706 | 801,334 | (983,991) | 231,884 | (18,841) | 104,092 |
| Total unrestricted funds | 936,868 | 801,334 | (983,991) | - | (18,841) | 735,370 |
| Total | 959,446 | 1,230,043 | (1,323,478) | - | (18,841) | 847,170 |

Age Concern Gloucestershire

Notes to the financial statements (continued)

For the year ended 31 March 2024

19 Pension and other schemes

The company operates a defined contribution scheme. The pension cost charge for the period represents contributions payable by the company to the scheme and amounted to £57,950 (2023 - £49,895).

Contributions totalling £8,029 (2023 – £7,171) were payable to the scheme at the end of the period and are included in creditors.

20 Operating lease commitments

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

| | 2024 £ | 2023 £ |
|----------------------------|---------------|---------------|
| Within one year | 26,292 | 31,551 |
| Between two and five years | - | 26,292 |
| | <u>26,292</u> | <u>57,843</u> |

The amount of operating lease payments recognised as an expense during the year was £31,511 (2023 - £26,581).

21 Related party transactions

There were no related party transactions in the current or prior year.

22 Reconciliation of net movement in funds to cash flow from operating activities

| | 2024 £ | 2023 £ |
|--|------------------|-----------------|
| Deficit for the year | 271,076 | (112,276) |
| Adjustments for: | | |
| Depreciation charges | 12,265 | 16,083 |
| (Gain)/Loss in investments | (10,344) | 18,841 |
| Dividends, interest and rents from investments | (9,186) | (1,266) |
| Movements in working capital: | | |
| Decrease/(increase) in debtors | (421,197) | (29,532) |
| (Decrease)/increase in creditors | (24,896) | 73,119 |
| (Increase) in stock | (29,860) | - |
| Increase / (reduction) in pension liability | - | (52,486) |
| Net cash used in operating activities | <u>(212,142)</u> | <u>(87,517)</u> |

Age Concern Gloucestershire
Notes to the financial statements (continued)
For the year ended 31 March 2024

23 Extraordinary item

During the prior year, a fraud was discovered that was carried out between 2016 and 2023. This is disclosed as an extraordinary item in 2023 (and 2022 by restating the comparative as extraordinary item cost) and is laid out in the table below.

| | 2024 £ | 2023 £ |
|--|------------------|----------------|
| Return of funds taken | (470,000) | - |
| Costs relating to the discovery of the fraud in 2023 and investigation costs | 149,321 | - |
| Fraud disclosed as extraordinary item in 2024 | 25,150 | - |
| Fraud disclosed as extraordinary item in 2023 | - | 85,028 |
| Fraud disclosed as extraordinary item in 2022 by restating comparatives | - | 75,410 |
| Extraordinary (income) / cost | <u>(295,529)</u> | <u>160,438</u> |