

Annual Report & Accounts 2023-2024

Until everyone is living
their best later life



Registered Charity
Number: 1142294

A WORD FROM OUR CHAIR

It is with great pride that I introduce the Age UK Lancashire Annual Report and Accounts for 2023-2024. The breadth and range of support we offer, from advice to direct services, is truly making a positive impact on the lives of older people across the county. At the heart of everything we do is a steadfast commitment to improving the lives of our customers and their carers, ensuring that they can live independently, with dignity and respect.

Age UK Lancashire is an independent charity but our invaluable partnership with the national Age UK and network strengthens our ability to align our strategic objectives and collaborate for greater impact to the lives of those that we serve.

Our governance, led by a dedicated Board of Trustees, ensures the charity is well-run, effective and sustainable. This year, Trustees contributed 896 hours to governance, reflecting their dedication to Age UK Lancashire's mission.

An external governance review by DigiBoard once again placed us above benchmark across all aspects of governance which is a remarkable achievement and testament to the Board and Senior Management's ongoing commitment to continuous improvement.

None of this would be possible without our incredible staff and volunteers, whose passion and hard work underpin everything we do. Their contributions ensure that older people across Lancashire have access to the support that they need. We strive to be a great place to work and volunteer and feedback reflects our positive and inclusive culture that we continue to foster.

As we look ahead, we are focused on delivering our strategy, maintaining financial sustainability, fostering growth, delivering outstanding operations and maintaining our excellent governance.

This report highlights the outstanding work of the past year and our readiness to continue delivering on our mission. Thank you for your continued support in making Lancashire a place where older people can live fulfilled and independent lives.



A handwritten signature in black ink that reads "Victoria Buyer".

Victoria Buyer
Board Chair

CHIEF EXECUTIVE OFFICER

I remain incredibly proud of the work that our committed and professional colleagues and volunteers deliver for the benefit of older people across Lancashire and am delighted that this work is evidenced throughout this report. This year, we reached 74,910 people across Lancashire including older people, their carers and family members. Our services continue to be a vital component in supporting older people to maintain their independence, to be well supported and to keep themselves well. Our staff go above and beyond every single day for our customers, making a huge and positive impact on their lives and I'm very proud of their achievements.



Our vital volunteers dedicated over 30,000 hours of support, making a huge impact and adding value to our work. We couldn't do what we do without them, and I extend my sincere thanks to them all for their continued dedication and support of our work.

This is year 2 of our 3 year strategy (2022-2025) and I'm delighted that we have made good progress across all areas of delivery of our strategy. The strategic priorities established ensure that we are well run, managed and sustainable, deliver outstanding operations, are a great place to work and volunteer, have strong financial management with integrity, deliver excellent governance and have impactful business development growth and partnerships. We will continue to dynamically review our strategy and its impact.

I'm pleased that once again, our Trustees have overseen the delivery of salary increases for our staff which are fully benchmarked and in keeping with market expectations. This, alongside our excellent benefits and organisational culture, ensure that we are achieving above the sector averages for colleague retention. Our Annual Colleague Survey once again evidenced that our staff are well supported, engaged and enjoy their work at Age UK Lancashire.

Robust financial management including careful cost controls, generous legacies plus successfully bringing in new business, have delivered a good financial surplus for the charity this year. This has been achieved in a challenging and competitive environment and I'm delighted with the outcome achieved. This surplus allows us to adhere to our reserves policy as well as to invest, so that we can generate additional funds for the charity which will benefit older people.

I would like to thank all of our donors and financial contributors, we couldn't do what we do without your ongoing support and commitment to our work.

This is another year in which we have truly lived our Vision and supported older people across Lancashire to ensure that "Everyone is Living Their Best Later Life".

A handwritten signature in black ink, appearing to read 'Teri Stephenson'. The signature is fluid and cursive, with a small dot at the end.

Teri Stephenson
Chief Executive Officer



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OUR IMPACT

Through our Information and Advice Service, and Welfare Benefits Sessions we were able to improve to quality of life for older people by supporting them to claim over **£2.8M** in previously unclaimed benefits



Our Hospital Aftercare Team supported over **9,143** people across Lancashire to live independently at home following a hospital stay




This is the number of enquiries our 0300 helpline supported with, covering a range of health and care issues, claiming benefits, housing and signposting people to local services. **34,204**



The number of people we have signed up to Electricity Northwest's Extra Care Register. **2,427**

This ensures that vulnerable older people across the county are able to access the support they need during a power cut



This Annual Report is complemented by our 2023-2024 Impact Report, which highlights what we have achieved during the year. [You can access the full Impact Report here.](#)

In 2023/24, we reached 74,910 individuals across Lancashire including older people, carers and family members.

Over 30,000 hours were dedicated by 105 volunteers across Lancashire, equating to over 500 hours per week helping older people in our communities.



1,022

We enabled 1,022 people to manage their long-term illness and live independently (ICP)

8,608

'Good Day Calls' were made to isolated and vulnerable people

2,427

The number of people we have signed up to Electricity Northwest's Extra Care Register

£2.8M

Through our advice sessions we were able to improve the quality of life for older people by supporting them to claim over £2,884,143.00 in previously unclaimed benefits

74,910

Total number of people we reached including older people, carers and family members across Lancashire

360

360 people have been supported to be more digitally confident (Digital services)

54,215

We provided 54,215 hours of respite and care through our Day Club sessions

36,313

Our home helps delivered 36,313 hours of service to help older people remain independent and comfortable in their own homes

1,383

The number of people who have benefited from attending scams awareness talks and 212 people received 1-2-1 sessions

753

Our Information & Advice team held over 753 individual advice appointments

410

Our footcare service improved the mobility and foot hygiene of 410 people

34,204

Number of enquiries to 0300 helpline to support with a range of health and care issues, claiming benefits, housing and signposting to local services

9,143

People supported by our Hospital Aftercare Team to live independently at home following a hospital stay

329

Individuals supported through 1-2-1 and group sessions (all Dementia services Inc. CST)

30,000

Hours dedicated by 105 volunteers = over 500 hours per week helping older people

206

Veterans were connected through our Veteran's Service - An incredible 87% increase compared to last year!



THANK YOU TO OUR SUPPORTERS & DONORS



WHO ARE WE AND WHOM DO WE SERVE?

Age UK Lancashire is a charity limited by guarantee. Our charity number is 1142294 (Company number 07200267).

Our governing document is our Articles of Association which were reviewed, updated and adopted in June 2022.

Age UK Lancashire provides a range of high-quality services across Lancashire delivering advice, information, and support services to older people (most of our customers are aged over 50 but we do deliver some all-age services). We make a huge difference to our customers and their carers, positively impacting on their quality of life and independence.

Age UK Lancashire continue to recognise the benefits of being a Brand Partner to Age UK and our network of charities. Although an independent charity, Age UK Lancashire continues to work closely with Age UK, broadly aligning our strategic aims and objectives and working closely with them.

Vision

*Until everyone is living their
best later life*

Mission

*Delivering Outstanding, Responsive &
Inclusive Services & Solutions*

STRUCTURE, GOVERNANCE, MANAGEMENT & ADMINISTRATION

Statement of Trustees Responsibilities

The Trustees, who are also the directors of Age UK Lancashire 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).

The Trustees are required under the constitution of the charity to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of its results for that period.

In preparing those financial statements, the Trustees have;

- Selected suitable accounting policies and apply them consistently
- Made judgements and estimates that are reasonable and prudent
- Followed applicable accounting standards and statements of recommended practice, subject to any departures disclosed and explained in the financial statements
- Prepared the financial statements on a "going concern" basis

We are hugely grateful to our Trustees for the time and commitment that they give to Age UK Lancashire. Our Trustees are volunteers and give their time and considerable skills and experience without payment. Our Trustees have invested around 896 hours in leading our governance, attending meetings, visiting services and other support to our charity. This year, we estimate the value of that contribution to be a minimum of £24,500 based on the UK average manager salary (our Trustees are leaders in their fields, so this is a very low estimate).

The Trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the charity and also for taking reasonable steps for the prevention and detection of fraud and irregularities.

All Trustees are committed to the standards required of them in the Charity Governance Code.

Board Structure & Governance

Age UK Lancashire is an incorporated charity, a company limited by guarantee, registered with the Charity Commission and governed by its Memorandum and Articles of Association.

Our Governance

We are governed via a regular schedule of structured meetings. Our governance structure encompasses structured quarterly Board & Committees, with additional meetings as required.

Our Chair and CEO meet frequently to provide updated information and oversight of the charity's work.

The CEO provides Trustees with additional information and updates regularly throughout the year by email in addition to formal meetings.



All colleagues can attend our board meetings as observers. We have an average of 2 or 3 colleagues attending each time. They report that this is a valuable experience which helps them to understand the huge work that goes on, often behind the scenes, in the running of our charity.

Quote from staff observer - "It was great to see how hard our SMT and Trustees work in the background to keep us on the right track, if anyone was thinking of seeing our board in action, I'd say it's well worth a look."

We carry out regular skills audits of Trustees to ensure that we have the right skills balance for the needs of the organisation and we recognise that those needs can change from time-to-time.

Any decisions taken outside of formal meetings are minuted at the next board meeting.

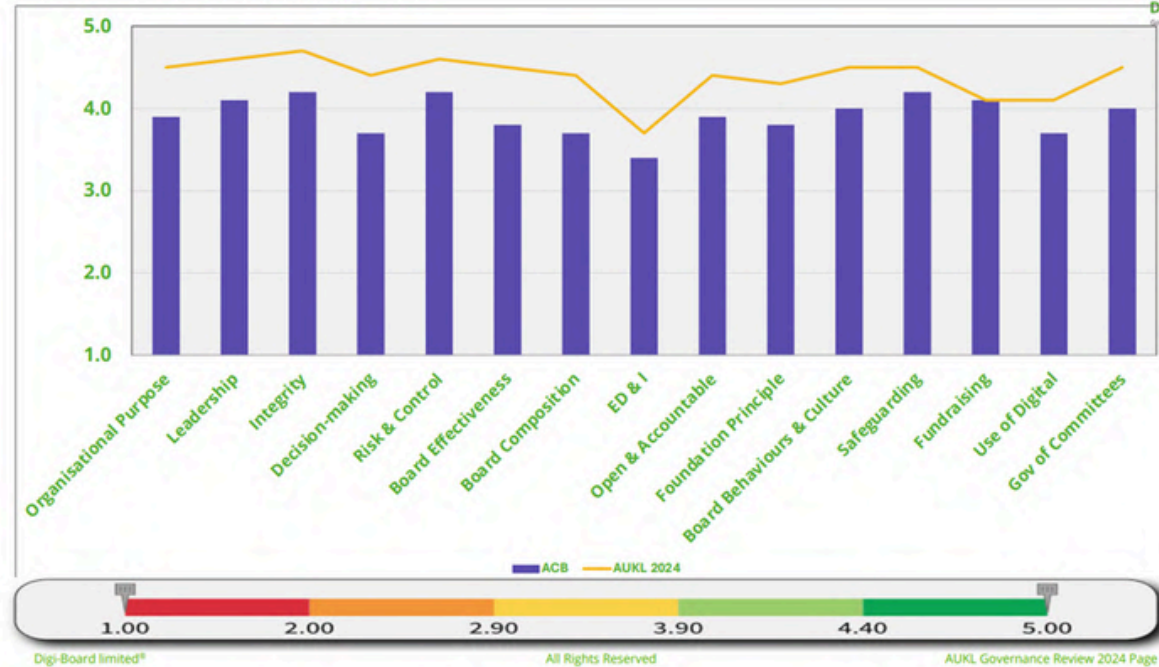
We use OnBoard software for our Board papers management. This ensures that our information is retained securely, minimising the need for sending confidential information via email or other means.

Our Key Strengths & Areas for Improvement

| 2024 | |
|----------------|---------|
| Top Strengths | Overall |
| Integrity | 4.7 |
| Leadership | 4.6 |
| Risk & Control | 4.6 |

| Areas for Improvement | Overall |
|-----------------------|---------|
| ED & I | 3.7 |
| Use of Digital | 4.1 |
| Fundraising | 4.1 |

AUKL – Benchmarking 2024



We carried out an external governance review using DigiBoard; [Digi-Board | Online Board Effectiveness Reviews for Charities & Not-for-Profits \(thedigiboard.co.uk\)](https://www.thedigiboard.co.uk).

This is the third time that we have carried out a DigiBoard review (since 2019) and we are delighted to see the results and our progress. Now able to benchmark against over 100 charities, we are pleased to note that we are above benchmark in all aspects of our governance.

REPORTING & PERFORMANCE

We deliver reporting against our strategy and targets via a balanced scorecard which is reported to trustees quarterly. We report as follows in line with our Strategy headings;






- Well-run, managed and sustainable
- Outstanding operations
- Impactful business development & growth
- Great place to work and volunteer
- Financial management & integrity
- Excellent Governance

We measure both Key Performance Indicators & Performance Related Indicators




We have already begun to take steps to address red and amber areas and for example, have removed our Corporate Donations Role and begun to focus more widely on general fundraising.

A schedule of reporting is maintained which includes a schedule for regular reports such as safeguarding, health & safety, information governance, complaints, finance, performance and quality and general policy and organisational updates as well as themed reports covering current topics and issues.

Great Place to Work and Volunteer

- **KPI7a: % Completion of Annual Colleague Survey** -  Amber
- **KPI7b: % Completion of ¼ Check-in Survey** -  Green
- **KPI8: Workplace Wellbeing** -  Green
- **KPI9: Mandatory Training** -  Green (2  Amber)


Financial Management & Integrity

- **KPI11: Cash FSCS Protected** -  Green
- **KPI12: Number of Payrolls Covered by Cash Reserves**  Amber
- **KPI14: Clean Annual External Audit** -  Green



Excellent Governance

- We are above benchmark in all areas of governance (measured against 100+ charities)  Green

Well Run, Managed, and Sustainable

- **KPI1: Colleague Attrition** -  Green

Outstanding Operations

- **KPI4: Customer Reach** -  Green
- **KPI5: Customer Overall Positive Outcomes** -  Red
- **KPI6: Increase Referrals into Digital Services** -  Green

Impactful Business Development & Growth

- **KPI15: Overall Income** -  Green
- **KPI16: Number of Shops** -  Green
- **KPI17: Social Media**
 - **Followers** -  Amber
 - **Website Total Users** -  Red
 - **Mailchimp Subscribers** -  Red
- **KPI18: Corporate Fundraising** -  Red

TRUSTEE RECRUITMENT & REAPPOINTMENT

Trustee recruitment is overseen by our Nominations Committee. New Trustees are recruited based on our needs and any gaps in skills that have been identified and which would be of benefit to the charity. Suitable people are identified from within our own networks, direct approaches and we advertise externally.

Trustees are appointed for an initial term of two years, with two further terms, each of three years, resulting in a total of eight years. Trustees can remain after this time period by exception and as agreed by existing Trustees.

We have an established process for recruiting new trustees and for their reappointment, which is overseen by our Nominations Committee.

Our Trustees

At the time of writing this report, we have 11 Trustees.

Trustee Training Induction & Appraisal

All Trustees have been appraised by the Chair of the Board and this remains an ongoing process.

We have a range of materials available to support the induction of new Trustees to ensure that they have all of the necessary information to support them in their role as a trustee.

Trustee training is provided both inhouse and externally as appropriate. We make good use of free training, often provided by legal companies. Our CEO provides updates to Trustees.

Management

Day to day management of the charity is delegated to the CEO who leads the Senior Management Team. The CEO reports directly to the Board of Trustees, providing reports and papers to inform them on an ongoing basis and to prepare them for Committee and Board meetings.

SMT meet together on a monthly basis to review performance, strategy, policy and all issues linked to the management of the charity on a day-to-day basis.

In addition, we have regular General Management Team meetings, involving managers at all levels across the organisations in planning and reviewing our work, as well as to ensure a cascade of information from Senior Managers. We have a monthly briefing call with all managers and the content of this meeting is used as a basis for a monthly CEO update video which is available to all staff.

INTERNAL CONTROLS & QUALITY STANDARDS

The Board of Trustees is responsible for the financial controls within the charity for safeguarding the physical and information assets. Financial procedures are developed, reviewed and revised in line with ISO 9001:2015 quality management standards.

A CRM system and financial management system is maintained to capture and report on the performance of the charity and to ensure that the Board of Trustees receive accurate and timely management information.

Policies and procedures are reviewed and revised in line with our audit schedule. Key policies are approved by the board of trustees with all others approved by SMT, with trustee oversight. All managers are notified of changes to policies, procedures or other documents. Changes are cascaded to staff and volunteers and all staff have access to the online manual.

Age UK Lancashire has retained and/or received the following quality standards in the year as follows;

- ISO9001
- CQS - Charity Quality Standard
- CQC for footcare – rated 'Good' in all areas
- IAQP (Age UK Information & Advice Quality Standard)
- AQS (Advice Quality Standard)

We will have both the ISO9001 & Charity Quality Standard external audits completed in 2023/24.



RISK MANAGEMENT & BUSINESS CONTINUITY

Trustees oversee our risk register and have adopted robust risk management policy & procedures. The process involves all colleagues in risk identification and management and has an escalation process to ensure that risks are managed from the appropriate level.

A detailed annual review of all risks is actively carried out by Trustees and quarterly reports are provided to Committees and Board ensuring that Trustees are fully informed, updated and engaged in our management of risk. The quarterly report highlights new risks, risks where scores have changed and any high-level risks.

Some key risks this year have included the management of staff absence and recruitment challenges which remains a challenge across our sector. In addition to the detailed risk register, our risks (numbered individually) are plotted pre and post mitigations.

A business continuity plan complements the risk register to ensure that where natural and unavoidable disasters (now including global pandemics) occur, the business is managed to avoid ongoing or unnecessary risks and to mitigate them wherever possible.

| | | Unmitigated Scores | | | | |
|--------------|---------------------|--------------------|-----------|--------------|--------------------|------------------------|
| | | Impact | | | | |
| | | Insignificant (1) | Minor (2) | Moderate (3) | Major (4) | Extreme / catastrophic |
| Likelihood ↑ | Highly probable (5) | | 7 | | 18 | 3 |
| | Probable (4) | | | 1, 5, 23 | 14, 15, 21, 22, 25 | |
| | Possible (3) | | | 8, 19, 24 | 9, 11, 13, 16, 20 | 4, 6, 12, 17 |
| | Unlikely (2) | | | | 10 | 2 |
| | Remote (1) | | | | | |

| | | Mitigated Scores | | | | |
|--------------|---------------------|-------------------|-----------|--------------|--------------------|----------------------------|
| | | Impact | | | | |
| | | Insignificant (1) | Minor (2) | Moderate (3) | Major (4) | Extreme / catastrophic (5) |
| Likelihood ↑ | Highly probable (5) | | | | | |
| | Probable (4) | | 7, | | 3, 18, 22 | |
| | Possible (3) | | | 1, 23, 24 | 12, 15, 17, 25 | |
| | Unlikely (2) | | 4, | 5, 8, 19, | 9, 13, 14, 16, 20, | 6, |
| | Remote (1) | | | 10, | 11, 21, | 2, |

OUR STRATEGY

We have a 3-year strategy (2022-2025) which clearly outlines our plans. Our main strategy is supported via Directorate Strategies;

- **People**
- **Operations**
- **Business Development**
- **Finance**


We also have a high-level, one-page version which is displayed in all of our offices.

The Trustees have considered the Charity Commission guidance regarding public benefit and are satisfied that the charity's activities do provide public benefit.

This report provides a brief insight into our work this year, our impact and plans for the coming year.




OUR STRATEGY



Our Vision
Until Everyone is Living Their Best Later Life



Our Mission
Delivering Outstanding, Responsive & Inclusive Services & Solutions



Our Values
We are proud to work here
We care
We go above and beyond
We take responsibility
We innovate

Well Run, Managed & Sustainable Organisation

- Our leaders will role model our values & behaviours, encouraging others and ensuring a positive organisational culture is maintained
- Reduce our carbon footprint & environmental impact
- Develop a model for evidencing the social value impact of our work, working collaboratively with others who are like minded

Outstanding Operations

- We will ensure that our services remain relevant to the changing needs of older people in Lancashire, embracing new technologies where appropriate
- Develop new models of support and standard operating models for all services
- Improve the way that we gather feedback from our customers and measure impact

A Great Place to Work & Volunteer

- We will be an employer of choice, taking excellent care of our staff, providing great places to work, with flexible working opportunities
- We will improve our diversity & inclusivity, ensuring a flexible and welcoming culture, meeting the needs of our communities, workforce & volunteers
- We will "grow our own talent" by offering meaningful training & progression opportunities, supported by tailored succession planning

Financial Management & Integrity

- We will improve transparency and awareness of financial management with our managers and devolve budgets to other roles
- We will embed our new finance system, maximising the benefits that it brings and improving reporting
- Review our approach to procurement & reduce costs

Excellent Governance

- Continue our excellent focus on governance, maintaining or improving upon our previous high scores
- Develop our approach to ambassadors & patrons
- Continue to develop our internal audit, benefitting from independent assurance that our controls are operating effectively

Impactful Business Development Growth & Partnerships

- Increase our unrestricted income through growth of retail and individual giving
- Develop relationships for mutually beneficial outcomes, particularly with the new Integrated Care Systems
- Campaign for the benefit of older people
- Increase our social media presence

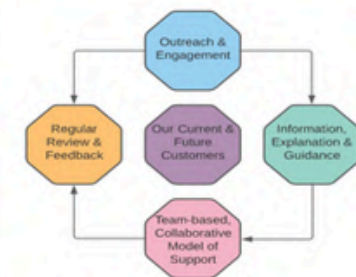
Our Social Value Priorities & Commitments

- ✓ People
- ✓ Planet
- ✓ Property
- ✓ Partnerships
- ✓ Pound/Purchasing

Our Balanced Approach to Decision Making



Our Service Delivery Priorities



OUR OPERATIONS

Dementia Services


Age UK Lancashire is commissioned to deliver Dementia Services in West Lancashire, Chorley and South Ribble. Open to anyone with memory concerns or a diagnosis of dementia, our aim is to help people to maintain independence, confidence, and overall wellbeing.

In our commissioned service, we provide 1-2-1 post diagnostic support – assessment of an individual’s circumstances to understand needs with signpost or referral to relevant and appropriate support, be that within Age UK Lancashire or external services delivered by partner agencies.

In addition, we provide Cognitive Stimulation Therapy (CST) which is a planned program of activities delivered in groups across 12 weeks with the aim of improving an individual’s cognitive ability and other functions affected by dementia. CST is the only non-clinical intervention recommended by the UK Government National Institute for Health and Care Excellence (NICE) on the management of dementia, irrespective of drug treatments received.

Our team also facilitate regular carers peer support groups, raise awareness both internally and externally and provide new opportunities for both the person with dementia and their care partner to relax and enjoy together and with other like-minded people in a safe environment.

This year the focus was to build on our successes and identify and develop new opportunities that continue to support people across Lancashire who are living with dementia and their care partners.



Age UK Lancashire continues to deliver Outstanding Operations across the County. The cross section of services is fantastic with existing services thriving and new services enhancing the wrap around support available to older people in communities across Lancashire.

How We Have Helped

This year, we provided 1,891 hours of support to 306 people via our 1-2-1 and group sessions. Within this, the team have made 432 onward referrals to additional support to over 50 partner services/organisations.

Demand for group CST continues to grow as our results show the benefit of this service, unique to Age UK Lancashire within the County.

Support for carers

In May 2023, Dementia Services launched 'Next Steps' in Leyland - our very first peer support group developed with dual purpose, 1) to allow those having previously attended our CST groups to continue to benefit from meaningful activity and continue friendships made, and 2) to facilitate an opportunity for carers to meet separately, benefit from respite, receive support from others in the same situation, as well as access support services and an invitation to listen to relevant guest speakers. Based on the success of Next Steps, funding was secured to establish a similar group in neighbouring Chorley called

"We found the groups to be very effective and helpful to those who attend. When speaking with the carers in the group, they commented on how this group has really saved them and supported them with their caring roles. They mentioned this group gives them support and the well needed respite - Senior Engagement Officer, Healthwatch Lancashire

In October 2023, we funded a joint project in collaboration with our colleagues at the Alzheimer's Society, to deliver support to carers in East Lancashire via weekly Carers Information Sessions (CrISP), whilst their loved one participated in a supported activity session led by Age UK Lancashire. Carers were able to benefit from receiving practical information and the opportunity to meet others in similar circumstances, whilst knowing the person they support is in the care and companionship of a trained member of staff.

Following a cohort of CST, our teams provide carers with the resources and guidance to continue individual CST (iCST) with their loved ones, beyond group in the comfort of their own homes, allowing any improvements to be maintained and enjoy time together.

Our teams attend a number of dementia support 'Hubs' across the county providing vital information, advice, signposting and emotional support to carers seeking help.

Building on our success

Following the success of an earlier trial, we were able to continue our CST provision within East Lancashire allowing even more people in harder to reach communities to benefit from the service. This was well received with positive feedback from those participating in the program as well as carers.

Our Memory Meets group was launched in Chorley in December 2023 following the success of the Next Steps. A new format for Age UK Lancashire, these informal drop-in sessions provide people with dementia and their carers, an opportunity for respite, social interaction, peer support, access to other services and most of all fun.

Lessons Learnt

A number of vacancies throughout the year impacted service delivery in terms of responsiveness and reduced contingency plans for cover of unexpected staff absence. Towards the end of the year however, we have been able to establish a team of two bank staff and recruit two new volunteers which has helped us respond more flexibly to staff absence and maintain the quality of service delivery.

Spreading The Word

With colleagues - In May 2023, it was a privilege to welcome writer-activist Wendy Mitchell to our annual employee celebration event where she shared her experience of what it means to live positively with dementia.

During Dementia Action Week 2023, the Dementia Services Team were active at venues and groups across the County, raising awareness of dementia and encouraging individuals and families to seek a timely diagnosis and avoid reaching crisis point.



“It’s certainly helped to stimulate my mind. It’s helped me to take it (dementia) on and say I’m not going to give in...its working, I’m very impressed.”
-David, CST participant East Lancashire



New Appointment

In October 2023, we welcomed internal colleague Laura Roberts to the team as the new Dementia Services Manager. Laura has over 10 years' experience (both internal and external) developing and establishing services that support people with dementia and their carers in the Northwest.

Tea Dance

In March 2023, we rounded off the year with our first Age UK Lancashire Tea Dance. Taking place in Chorley, the event was for people living with dementia and their carers. With over 70 people in attendance, a light afternoon tea was served and there was a live band playing dance hall classics. It was a magical afternoon, and the feedback says it all.



“A massive thank you for organising this. My mum had a ball. In her own words, ‘I didn’t want it to end.’ – Ms. T”

“I can’t put into words how happy it made me to see mum smile again...” Janet

“It made me feel alive again...I’m like a new woman!” – Rose

INFORMATION & ADVICE

Our Information and Advice (I&A) team have had an incredibly busy year and continue to offer support in the following areas:

Welfare benefits, Social care, Housing, Local services, Energy efficiency, Scams awareness, Cost of living support available through government schemes

The ongoing cost of living crisis has been felt by many older people across Lancashire and we are thankful to our funders for their continued support enabling us to increase capacity to reach more people.

Funding has continued from established commissioners – Fylde Borough Council, Lancaster City Council, Eric Wright Charitable Trust, The Headley Trust and the Eon project through Age UK and we are grateful to them all for their continued support.

We were also successful in securing additional funding from Electricity North-West Limited to reach those most vulnerable and enrol them onto their Extra Care Register which enables members to access energy advice for their homes and also in case of outages or floods etc, they will receive priority services. An outreach worker was recruited to undertake this work.

Continuation funding from Lloyds Bank (via AUK) for our Scams Awareness project has enabled us to reach more people on both a group and 1-1 basis.

During 2023/24 - The team consisted of two full-time advisers and a part time adviser, 1 part-time administrator, 1 part-time scams awareness officer, 1 part-time outreach worker and a full time I&A manager.

During this period, we have supported 2,350 clients through our Information & Advice Service. 753 clients received in-depth advice sessions and/or case work, during which 260 full benefit checks were undertaken, 463 disability benefit claim forms were completed (predominantly Attendance Allowance) and 8 clients were supported in navigating the social care system.

INFORMATION & ADVICE

In addition, information and/or signposting was provided on:

Community care - 651 instances

Disability benefits – 139 instances

Means tested benefits – 158 instances

Debt/other money – 94 instances

Housing options – 225 instances

Consumer (energy) – 633 instances

Scams awareness – 270 instances

We have also signed up 2,427 clients to the Extra Care Register as mentioned above.

We continue to deliver the I&A service via the most appropriate method for the client, while considering the best use of time and capacity. During this period, each client received an average of 5.2 contacts during their service.

We contacted clients through 850 home visits, 215 attended drop-in sessions, 641 emails, 1786 letters, 103 attended outreach sessions and 5288 phone calls – total contacts in this year 12,322.

We are proud to report our annual benefit gains figure this year is £2,884,143 (of which £1,208,565 remains estimated at this time, and £1,675,577 has been confirmed).

INFORMATION & ADVICE

Client Feedback

"The help and service I received from Claire C and Paula F was wonderful. My successful claim has enabled me to visit my granddaughter and family in Qatar next month with my other granddaughter. I can't thank you all enough for your care and kindness. I am spreading the word to all my friends about AUKL."

"Helped me to get blue badge and AA. This has spurred me on to get further help in the form of carers who help me with my day to day living and also provide a facility to get out and have a little independence. The AA will pay in part for the care and any future needs that I have. Thank you."

"Many thanks for your invaluable help. The allowance will make a big difference for taxi fees etc. The service was excellent and I was met with kindness and helpfulness and would happily recommend you to other people who need help."

"The whole service from Age UK [Lancashire] has been excellent. I have had some excellent advice. Please tell Wendy, Scam Lady, that I have got my money back from a scam mentioned while she was here. Thanks."

"It has been great for so many things but especially not in a constant state of panic in case my rent goes up. I was also given advice on housing but don't think I could manage another move. I can now have some physio and get a more comfortable chair. I am hugely grateful, it has improved my life greatly."

"The staff are so knowledgeable and helpful in answering questions on benefit forms. There are probably a lot of people who are entitled to benefits and wouldn't have received them without the help of Age UK [Lancashire] so a big thank you."

"Really grateful for your expert help in filling in the daunting large questionnaire booklet. Your patience and understanding and help was very much appreciated and resulted in top rate Attendance Allowance being granted, so thank you so much."



Wendy and Adele at Natwest Bank promoting our services

INFORMATION & ADVICE

Mrs X is 80 and lives with her husband who is 85 in a privately rented bungalow on the Lancashire coast. Both have long-term health conditions but they manage by looking after each other and have support from their family who live in the area. The home that they rent has several issues which they have reported to their landlord but they are aware that there are a huge number of people looking to rent bungalows in their area which is very popular, and they feel that if they “upset” their landlord, he will get someone else in very quickly who will not complain. The central heating is not working correctly and the double glazing has failed, resulting in the property being very cold, and Mr X is suffering further health issues related to damp on an external wall in their bedroom. Mrs X approached our scams awareness officer, Wendy Delaney, at an outreach event and having visited to deliver scams awareness, Wendy then referred to I&A.

Wendy went to see the couple at home and noted that upon arrival the couple were sitting in the cold - their heating had been off for over two days and they had no hot water. They were waiting for a plumber but had no idea of the time frame. Wendy delivered a scams awareness session and then returned to the office to collect Argos vouchers, purchased through the hardship fund for £100. She then returned to the client and ordered an oil heater to be delivered that day. The couple were so appreciative.

Mrs X contacted us on 18th December to say the heating was now back on and thanked us for being so kind in their hour of need. Wendy had also requested a call blocker for the couple and referred them to the I&A service for housing options advice and a benefit check. Mrs X felt that she was in a very weak position, whereas private landlords locally were in a strong position. We established that it was very unlikely for the couple to find another, better private rental bungalow in the area. We then discussed alternatives as Mrs X felt that the landlord was in no hurry to fix the issues that were causing the house to be cold, and poorly insulated. We discussed sheltered accommodation and social housing and sent Mrs X a list of local providers.

In the meantime, Mrs X was concerned about the rising costs of heating their poorly insulated home and the effect of the cold and damp on their health. Following a benefit check, it was indicated that they were entitled to Pension Credit Guarantee, Council Tax Support and Housing Benefit, which would mean they were £312.95 better off per week. We discussed the possibility of Mrs X applying for a higher level of her Disability Living Allowance care component and offered support with this if she decided to go ahead. The couple were also enrolled onto the Extra Care Register at their request. Mrs X feels in a stronger position financially and thanked the team for their help.

0300 CUSTOMER SERVICES

During this year, the 0300 team have achieved the Quality of Information & Signposting Standard (QISS) Accreditation.

The most common reason for contacting us is shown to be enquiries relating to Age UK services – 36.25% of calls related specifically to services offered by Age UK Lancashire.

The second most common theme was benefits (21.06% of calls), followed by community care (13.28% calls).

Other themes included:

Age UK Campaigns – 0.28%

Age UK services (national) – 2.19%

Consumer – 2.49%

Cost of living – 0.37%

Education – 0.22%

Employment and volunteering – 0.45%

Family/personal – 0.73%

Health conditions – 2.7%

Health services – 3.17%

Housing - 3.18%

Legal – 2.67%

Leisure/social activities – 3.73%

Local facilities – 0.53%

Other money – 1.75%

Residential care – 1.49%

Travel – 3.34%

Data shows Tuesday to be slightly busier than other days, though no significant fluctuations across the week.

Over the year, there are slight fluctuations in the number of incoming calls – most notably December, which sees the lowest number – 730, followed by the two busiest months – January (1273 calls) and February (1275 calls)

April 2023 - 1034 calls

May 2023 - 1094 calls

June 2023 - 1204 calls

July 2023 - 1203 calls

August 2023 - 1105 calls

September 2023 - 1077 calls

October 2023 - 1094 calls

November 2023 - 1143 calls

December 2023 - 730 calls

January 2024 - 1273 calls

February 2024 - 1275 calls

March 2024 - 1147 calls

GOOD DAY CALLS

Tackling Loneliness and Isolation

During this reporting year, two full-time staff have delivered 7,596 phone calls to 341 clients. The average caseload remains at 180 clients at any time. Clients receiving the Good Day Calls service can expect to receive a phone call every week, though this can be more or less often, depending on the client's individual circumstances.

We are pleased to have been able to extend the duration of this service, following a donation from the Eric Wright Charitable Trust, as their Charity of the Year 2024.

There is a high demand for Good Day Calls and most clients receiving calls are living alone, with some level of disability, leading to loneliness and isolation. We continue to seek funding for this service which for many, is a lifeline.

Client Feedback

“Telephone contact with Michelle has been very beneficial in really difficult times. Pleasant and helpful. Many thanks.”

“I really look forward to my call, it has meant so much to me. My confidence has grown so much. The service is brilliant.”

‘It is lovely to talk to Michelle each week. She listens to me talk about things I’ve done and seen. I am very old but I remember things I still want to talk about and Michelle ringing me each week allows this. Without her calling, I’d feel a lot more isolated as if no one cared.’

GOOD DAY CALLS CASE STUDY

Mrs M is now almost 101 but Michelle on our Good Day Calls service started talking with her when she was 99. She receives a package of care and had been referred to us for support as she was alone and isolated with significant health issues affecting her mobility including COPD.

Mrs M is widowed after losing her husband, J, over 15 years ago. She described him as her soulmate. They had a baby but she died at 4 weeks old and this devastated them both and they chose not to have any more children.

Mrs M was a nurse during her working life, looking after German Prisoners of War in a hospital in Manchester, then moving above Preston, to a long stay unit on nights, finally ending her career at The Royal Albert Hospital in Lancaster. She loved her work but never got over the loss of her baby.

She has limited family (cousins in Scotland). When originally referred to us, she had limited mobility, so a friend shopped and cleaned for her. Sadly, she was taken advantage of and had money taken from her with police being involved.

Over time, her health (COPD) has really taken hold and Mrs M had to go into full-time residential care last year.

Each week, Mrs M has reminisced about her husband and her career as a nurse, eager to tell me about the German Prisoners of War she cared for. She saw them as vulnerable injured men, as most had devastating injuries and many stayed for a long time. With her already having a package of care, she was cared for practically at set times. Gradually this wasn't enough and our Hospital Aftercare Service (HAS) became involved after she had a fall. Social Services (SS) were involved and a decision was made to trial a residential setting where she remains.

The care home have been very supportive of Mrs M continuing to receive our calls each week and the home accommodate this by taking the phone to her. She enjoys talking to Michelle and although not home, she finds the place and staff kind and welcoming.

The HAS input with shopping and then involving SS has meant she has been supported into the 'best' place for her to remain well. Although Mrs M no longer lives at home, she now has company all the time, has her meals provided and her health needs are addressed 24 hours a day.

Each week Michelle still rings her. During their conversations, Michelle can gauge how long they talk by how she is coping talking with her COPD. Mrs M always says how wonderful the calls are and how much she enjoys them.

Over the last few months, she has become less able and the calls shorter. Michelle will ask Mrs M if she still wants her to call and her reply is always 'yes please!'

Chatting to Michelle gives Mrs M an outlet and a familiar voice on the phone. Her family live in Scotland and so doesn't see them much but they ring her often.

The Good Day Calls Service helps her to feel connected to the outside world.

INTEGRATED CARE PROGRAMME (ICP)

This service supports people aged 50+ who are at risk of unplanned hospital admissions, have a high frailty score or any number of long-term health conditions. The service helps patients who attend health services for non-medical reasons such as social isolation, loneliness or need help with money issues. Bringing together voluntary, health and social care services in East Lancashire, particularly aimed at coordinating support for those with long-term health conditions and complex needs.

In a typical month, this team receives around 62 referrals and Personal Independence Coordinators (PICs) work with patients to identify goals and aspirations which matter to them. PICs liaise with the patient and other services to create a personalised plan that suits the patient's lifestyle, enabling them to enhance their health and wellbeing and regain their independence.

Typically, the plan includes addressing an individual's physical and mental wellbeing needs, setting personal goals to work toward, during a 12-week support phase. This approach empowers older people to recognise and develop their own strengths and abilities and helps patients to take actions that enable them to lead lives that are independent and as fulfilling as possible. With just over 6 full time equivalent staff, this year we packed a lot in! Since April 2023 to the end of March 2024, we supported 1042 individual people, with over 11,500 contacts made throughout the year. We networked with more than 60 different agencies to coordinate the right support for older people working with a range of professionals at Integrated Neighbourhood Team meetings.

Results and patient outcomes:

78% of patients reported improved wellbeing

· 55% of those measured showed reductions in GP appointments

· Loneliness decreased by 30%

· Patients' independence improved by 11% during our support phase and they maintained an 8.6% improvement even at 2 months after the service ended

INTEGRATED CARE PROGRAMME (ICP)

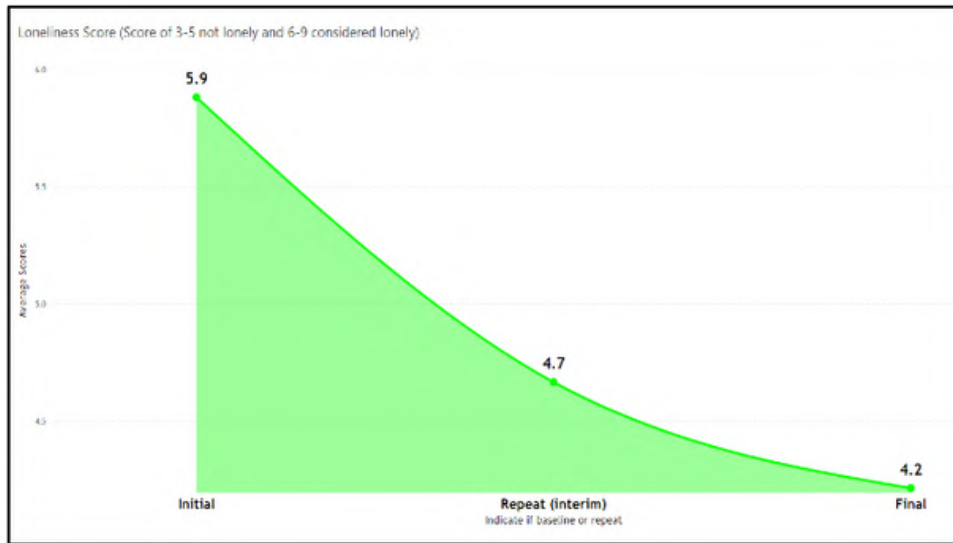
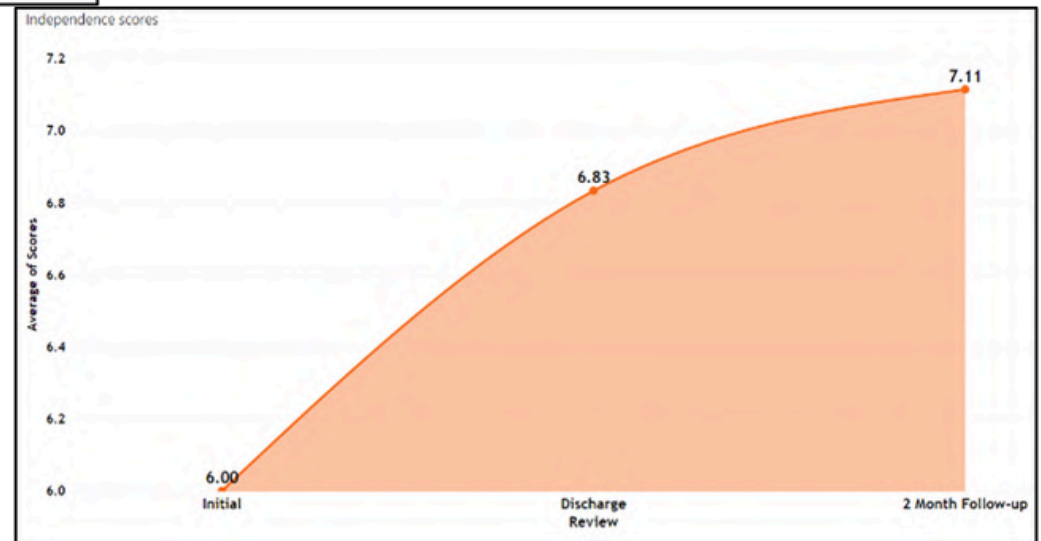


Figure 1- Loneliness decreased

Figure 2- Independence increased





OUR STAFF, COMMUNITIES AND NETWORKS

Our Personal Independence Coordinator, Nighat, celebrated 20 years working with Age UK Lancashire in this year! We asked her what makes her day and this is what she said...

“What makes my day? Supporting older people to improve their quality of lives, it’s worth all the effort to witness firsthand their priceless smile and I achieve immeasurable satisfaction from a personal and professional perspective”.

It’s important the ICP team reach as many older adults as possible across our diverse East Lancashire communities. The team enjoyed participating in a range of health and social care events in Colne, Burnley, Barnoldswick and Pendle to name a few and we were delighted to have Shahid represent us in Westminster at the launch of The State of Health and Care of Older People Report.

Partner Feedback

Martyn P, Health & Wellbeing Coordinator, Burnley Football Club

“Our partnership with Age UK Lancashire is vital. We work closely together to ensure that we get the correct service for each individual participant. The Integrated Care Programme signpost participants into services that help reduce social isolation and help to create new, long-lasting friendships through socialising together. The team visit each session and offer help and support for up to 100 individual people that access our service, signposting them to other events and sessions that will improve individual health and wellbeing. The staff are friendly and approachable with excellent knowledge of the area and what is available.”

John S, Adult Social Worker, Lancashire County Council

“In my view, Age UK Lancashire’s Integrated Care Programme team have been amazing! Their involvement has been crucial in supporting my client in relation to new housing, food parcels and his general wellbeing.”

BENGALI LADIES GROUP

“Thanks to funding from Lancashire & South Cumbria Foundation Trust, our Bengali Ladies Group, founded in 2022, continued to meet up each week. In December 2023, the Group celebrated its one-year anniversary and now with additional funding, more older women from the Bengali community can benefit from the weekly meet-ups at the Chai Centre in Burnley.

The group sessions have offered support to women addressing various issues such as literacy, health, financial matters and access to services. The positive impact of these sessions is evident by a notable 23% improvement in the well-being of attendees, as indicated by measures from our Integrated Care service.

The additional funding opens doors for more older women to participate in the weekly meet-ups, offering them opportunities to engage in different activities, including food cultivation, pickling, chutney making, sewing and crafts.

“It’s fantastic that we can continue these group sessions. We’ve seen the significant impact this is having on the women that attend with some telling us that they have a greater sense of peace of mind knowing there is someone there to help them when needed.

I want to thank Lancashire & South Cumbria Foundation Trust for their support as now we can look to grow participation by introducing more activities such as English lessons, yoga and exercise sessions.”

- Julie McDonald, Integrated Care Services Manager

In December, a cross-cultural visit was arranged to the local fire station where the Bengali ladies met with Trefoil Guild Members, one of whom offers support to the group to learn English, and local Firefighters to each showcase their skills, stories and conversations from culinary expertise, culture, local history and traditions. The day was rounded up with a tour of the station and cementing a new community bond between the the groups.



DAY SERVICES

Age UK Lancashire has a proud history of delivering Day Time Support through our Day Services based in Ormskirk in the west of the county, Lancaster in the North and Nelson in the East for over 25 years. This service enables older adults to enjoy activities, make friends and retain their independence in a welcoming environment with a personalised approach to meeting their support needs. This year we delivered 551 Day Club sessions with over 270 individuals accessing the service, providing 54,215 hours of respite to their family members. Each service receives an annual monitoring visit from Lancashire County Council ensuring that we meet the required ten core standards for day service provision.

Keeping Active

Activities are tailored to individual needs and abilities and ensuring they are fun, is at the heart of everything we do. A varied activities programme will help individuals to:

- Promote independence
- Reduce isolation
- Prevent ill health
- Promote wellbeing

Our daily gentle chair exercises support with strength, balance and flexibility which supports reduction in falls.

Enjoying the outdoor space is also important for our members and a donation of a greenhouse at Walton Lane day service has been a very welcomed edition. Our activities programme includes gardening, members love planting and sharing their gardening tips with each other.

We are proud to be members of NAPA (national activity provider association) which gives us access to detailed information on delivering different activities which include ideas and suggestions on themed events.

Keeping Active

We hold regular meetings with all our members to ensure that we are catering for everyone's needs, including feedback on activities, entertainment and the food we serve. Feedback is captured on our 'You Said, We Did' boards.

We have worked hard to improve our overall dining experience, purchasing new table linen, coloured plates which support members living with dementia and displaying menus on the tables making it easier for our members. As well as being visually pleasing the atmosphere is relaxed with gentle music playing in the background.

Our food premises are inspected by the Food Standards Agency and we are proud that all our locations have been assessed as Very Good = 5.

Support from the Community – B&Q

The team at Walton Lane welcomed nine very willing volunteers from the local B&Q store, who really got stuck in with various jobs through the day, from organising and redesigning the storeroom, decorating the hallway then jet washing, weeding and planting some lovely new flowers. Members loved spending time with them and their hard work certainly made a difference to the centre.

Abby Starkie – Social Care Support Officer

“As a worker of LCC, I complete social care assessments for Older Adults and Physical Disabilities. I refer people into this service as I feel it's an essential service that provides socialisation, companionship, stimulation for service users and provides carers with a much-needed break, knowing their loved ones are safe and cared for.

Nicole and the Team at Walton Lane are always helpful and accommodating.

The feedback I receive from service users and families is always positive. They feel staff are friendly, caring and cheerful and the activities are fun. I feel confident with the feedback I receive that if I refer into this service that the service users and families will receive positive outcomes and experiences.”

BUILDING CONFIDENCE – CUSTOMER STORY

Ena is living with early onset dementia and has been attending our Ormskirk day service for over 3 years.

Sadly, Ena has had some difficult times over recent months having to deal with three significant bereavements in her close family.

All the staff worked closely with Ena, building her confidence back by empathetic interaction and ensuring she was involved in all the daily activities.

Slowly her confidence started to come back and was seen more and more to be laughing and joking. She interacted with other members, always giving encouraging words to anyone new.

Ena always refers to how the staff helped her through such a difficult time and is so grateful for all their support. Sadly, Ena became unwell herself and ended up in the care of a local hospice. The staff however were very pleased to receive a call from Ena's daughter a few weeks later, advising Mum was now home and was a lot better. Her first request to her daughter was to return to all her friends at day service.



Sophie Bradford, Julie McGowan, Lynne Hindley (Support workers) and Pam Bryan (Service Manager) receiving certificate following visit from the Food Standards Agency.

Member Penny with the Walton Lane Greenhouse

Member Pippa enjoying planting at Ellet Day Service.

FOOTCARE SERVICE

This year, the team completed over 1600 Footcare appointments (in clinic and home visits) and received over 300 new referrals into service. We have maintained our 'Good in all areas' CQC rating.

Our fully trained, dedicated staff provide a high quality, professional nail cutting service which includes advice on how to improve and maintain general foot hygiene while also providing a reassuring check to deal with any potential foot care problems.

Our footcare pathway is in conjunction with Registered Podiatrists who complete an initial assessment on all new members to the service, as well as providing in depth annual training to all our footcare practitioners.

Our service aims to:

- Support customers to maintain general foot hygiene
- Reduce risk of falls
- Promote independence
- Reduce social isolation
- Refer to other AUKL and external services where required.

Quotes from customers regarding the difference the service is making to them:

- I find it hard to bend down to cut my own nails, so it is good to have someone who can cut them regularly.
- The home service is vital to me now as I am due to have a hip replacement at the end of October, I am unable to bend to do my nails.
- It makes a lot of difference to my feet - it keeps them comfortable.
- Having my nails cut at home makes a huge difference to me. I don't drive and have sciatica.
- I am thrilled with the service; it would be very difficult for my father to get to the clinic for various reasons.
- I have nothing but praise, I found the service by chance online. My nails are very thick and having them professionally cut is wonderful.
- It makes a big difference - I have had a hip replacement and can't bend. I am also unable to see my feet properly.

Lancs HCRG Care Group

FOOTCARE SERVICE

West Lancs NHS podiatry is working closely with Age UK Lancashire foot care to provide a pathway for patients requiring footcare and nail cutting who have no underlying medical factors that would put their feet at risk. This scheme allows seamless transition for service users, discharged from NHS Podiatry to access Age UK Lancashire footcare without delay and is an invaluable service that not only promotes independent living, wellbeing and continued mobility of older people, it also contributes to the reduction of secondary care dependency and admissions to NHS podiatry.

Continuous training and support are provided to keep skills and knowledge up to standard and ensure the provision of high-quality care in line with national guidance. Recently the service has undergone some changes, including accepting low risk diabetic patients, and to ensure an effective continual partnership between my NHS podiatry service and the Age UK Lancashire footcare service in West Lancs, extensive training has taken place which allows Age UK Lancashire foot care practitioners to undertake re-assessments of their patients as well as carrying out treatment.

This training involved vascular and neurological assessment which included palpating foot pulses and testing for neuropathy using a monofilament as well as refreshing knowledge on foot and nail anatomy, foot/nail conditions, assessment of the foot, signs and symptoms of infection and diabetic foot risk levels.



HOME HELP SERVICE

Age UK Lancashire’s ‘Home Help’ service offers bespoke and responsive assistance to older people across Lancashire who may need a helping hand with daily tasks. Promoting wellbeing and independence is our priority, our dedicated staff can provide a range of practical help that includes and goes beyond traditional cleaning and shopping services, by offering companionship and emotional support. We maintain consistent relationships with clients based on trust, through regular visits. We tailor our support to meet the unique needs and support the independence and happiness of our clients in their own homes which ensures peace of mind for both clients and their families.

All our Home Helps are carefully selected, trained, and insured, offering a flexible range of assistance while also providing referrals to additional support services offered by Age UK Lancashire. The Home Help Service aims to enhance the quality of life for clients, building relationships and making a meaningful difference in their daily lives.

Reflecting on the last year:

From April 2023 to March 2024, we successfully delivered 37,167 hours practical support, an increase of 2% on the previous year. On average, we had around 74 Home Helps delivering a range of hours to each customer and the popularity of the service was evident. We saw a rise in demand for different elements of the service, much more than traditional cleaning tasks, reflecting the diversity of the offer. This included:

- Requests for support to keep on top of cleaning at home increased by 4.5%.
- Wellbeing visits increased by 4.9%
- Requests for support with general errands rose by a significant 25.5%

“Not just a cleaning service”

We launched our ‘Home Help Hero of the Month’ award to recognise achievements of our dedicated team and we contributed to reducing our carbon footprint by increasing the number of customers signing up to digital invoices. We also helped customers improve their digital skills by referring into our Digital Navigator Service.



MEANINGFUL RELATIONSHIPS

Our team are matched carefully and build meaningful relationships based on trust. Our Home, Help Julie Smith, wrote this moving poem when one of her lovely clients sadly passed away...

I wrote this poem to say goodbye.

I don't know how to say this only from the heart, such a genuine, humble lady right from the start.
The beaming smile upon your face, your ever grateful ways, seeing you each week truly brightened up my days.
You'd often forget what to say but I found it so rewarding helping you in that way.

Never did you moan, positive through and through.
You was an inspiration a pleasure knowing you.

All lovely walks together, coffees by the shore,
it breaks my heart, nothing there will be no more.
RIP Jean my love, you really meant a lot,
now it's time to say goodbye, but you'll never be forgot.

Lots of love Julie (Age UK Lancashire) and your friend



Customer Story

Deryl, a widower who is 88 years young and has a diagnosis of dementia, was referred to the service by his daughter in 2023. Since the passing of his wife and his diagnosis of dementia, Deryl has found solace in the companionship and assistance provided by Kath, our dedicated Support at Home worker. Kath has been supporting Deryl, not only with household chores but also provides companionship, emotional support with trips out and chats. Kath's support enabled Deryl to remain active and engaged.

Since having regular visits from his Home Help, Deryl has found solace in the companionship and assistance provided. Our dedicated Home Help Kath has been supporting Deryl not only with household chores but also provides companionship, emotional support, day trips out, and chats. Kath's support enabled Deryl to remain active and engaged. Deryl has remained active and engaged with his local community and his family. He is supported in taking care of his home and says he feels he has someone who he can confide in, who has his best interests at heart.

"Kath really brightens up my week! She takes me to buy flowers, then takes me to the cemetery to visit my wife. She sometimes takes me to the barbers too. She is marvellous and a whizz when cleaning and taking care of my home but always makes time for a cup of tea and a good old chat with me, sometimes even a game of dominoes."

Feedback about the service

Our Home Help, James Prescott, received this message from a customer's daughter:

"I would like to thank Age UK Lancs and especially Jim for the wonderful support they/he gave to my mum and dad. I hope this service continues to thrive as it is very much vital.

All my best wishes"

A happy family member:

"May I take this opportunity to tell you how much we value your Home help Service and especially Kath. She is wonderful, kind, trustworthy and a friendly person and has been a great support for myself and my dad. So much so that I don't think that I could have got through this year without her. She is a great companion and brightens up my dad's week which takes a load off my shoulders."



CONNECTING VETERANS IN THE COMMUNITY

Age UK Lancashire's Connecting Older Veterans to their Local Communities' project was launched in January 2023 to support vulnerable and isolated veterans in the county, funded by the Armed Forces Covenant Fund Trust. Our Outreach worker supports veterans across Lancashire and aims to introduce them to different organisations and opportunities and reduce any barriers such as transport or confidence which may prevent them from socialising or meeting with others.

Our Outreach Worker has over 32 years of experience within military service and various roles within the charity sector.

Since the project has launched, our Outreach Worker has engaged with over 2,700 veterans and delivered over 30 presentations to working professionals across the county. During the year we have received 250 referrals and connected veterans to a range of activities in their local community as well as offering practical support such as on benefits.

We are proud to have been awarded the bronze standard for the Employer Recognition scheme which acknowledges employers that provide exceptional support to the Armed Forces community and Defence by going above and beyond their covenant pledges.

Jaqui Collins, Gary Kniveton from the Bay Veterans' Association with Sergeant Richard Brock, D-Day war veteran from Lancaster - Top Left Image

Reducing Loneliness and Isolation

JB is a 77-year-old Veteran living in Lancaster. He completed 22 years in the Royal Signals. After receiving support from Age UK Lancashire following a stay in hospital, JB was referred to our Veteran Outreach Worker.

Sadly, JB had recently lost his wife after 58 years of marriage, he had also lost his son 11 years previously and both bereavements had a huge impact on him.

Due to ongoing health conditions, his ability to get out and about had reduced, leaving him feeling more isolated.

JB was also struggling to apply for Attendance Allowance and with the appropriate referral from our Outreach worker, support was provided and the claim was successful.

To reduce isolation, our Outreach worker supported JB to attend the Veteran's Breakfast Club in the local area. The introduction to like-minded people really helped and after successful introductions, transport was offered by another veteran so JB could continue to attend the club. JB has absolutely loved attending the social gatherings and this has really helped his wellbeing.

When I asked JB how it had been, he said "Absolutely fabulous, I can't thank you enough. Brillo Pads, that's what it is. Some people just do their job to the minimum and others, like you, do so much more. I really can't thank you enough".

CONNECTING VETERANS IN THE COMMUNITY

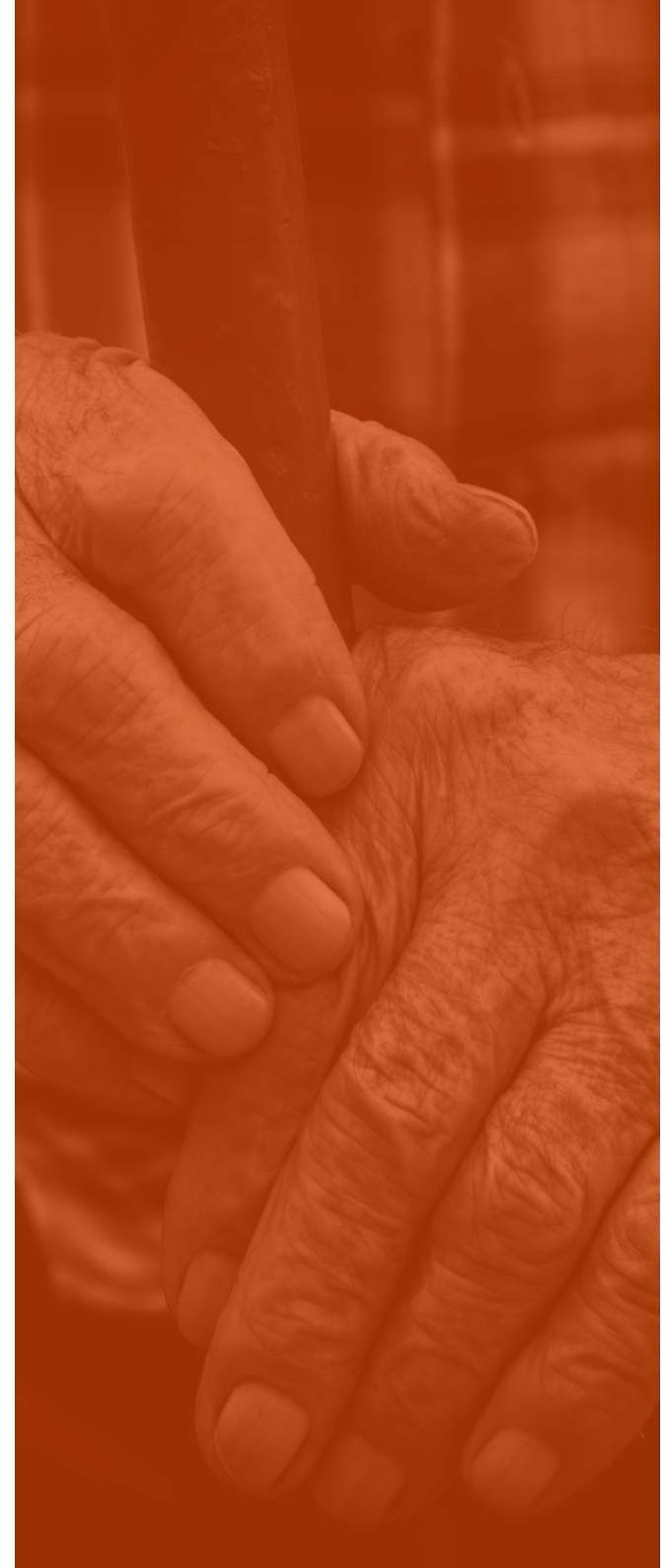
Ian Culshaw, Lancashire and South Cumbria NHS Foundation Trust

I have known Jaqui for just over 12 months – and in that time Jacqui has been a frequent attendee on the NHS Harri Bus, covering many areas of Lancashire. Jaqui's support has been invaluable, especially in engaging with the public and giving out advice and essential information.

Jaqui's expertise on the service of Veterans UK, has also helped educate me about the service, in particular what help and support is offered. Jaqui has a good network of many services and contacts and is always keen to share new ideas with me. This indeed has given me more opportunities to explore new venues for the Harri Bus.

Jaqui has a great attitude and is passionate in supporting veterans and all members of the public – always making sure each conversation really matters, giving people a good overall experience when they are visiting the Health Bus.

I truly value passionate and hardworking people like Jaqui in supporting me on our events in such a professional manner, making the bus a more positive place to visit and enhancing a reputation for helping people.



DIGITAL SERVICES

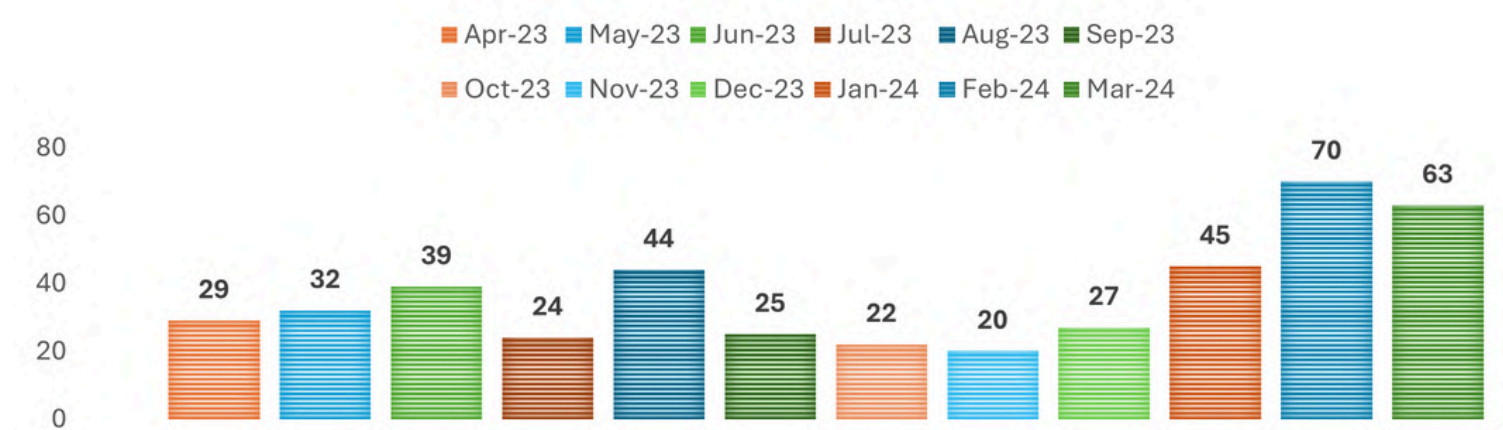
Age UK Lancashire is commissioned by the NHS Lancashire and South Cumbria ICB to deliver Digital Inclusion Services across Lancashire. Open to anyone aged 18+, our aim is to help people improve health and overall wellbeing through digital means.

We can assist with helping people getting online to order prescriptions, make GP appointments and speaking to their doctor but we can also assist with video calls with friends and family, getting the most out of their Smart TV, online shopping and more. All assistance is given 1-2-1 in the client's own home and all support is completely free of charge

This year the focus was to build on our successes and identify ways we could enable more people to have the opportunity to be digitally included, rather than just assist those who already have the means to do so.

We have formed relationships with local and national partners to support those who may not have the ability to get online now. As part of a national Databank program, we can supply SIM Cards, completely free of charge, these SIM Cards are pre activated for 6 months and include calls, text and data allowances. We also have Loan Devices (Tablets and Phones) available for those who may be wishing to purchase their own but are unsure which product is most suitable for them.

TOTAL REFERRALS



HOW WE HAVE HELPED

In 2023-2024, we received 440 referrals with 29 subsequent referrals i.e. clients referring themselves back to the service for further digital support. After gaining more confidence in using their devices, people are ready to explore the digital world more through the support of our team.

Top 3 referrers to Digital Inclusion: internal referrals, self-referrals, medical practices.

In 2023-2024, the project has supported 412 people to be more digitally confident and we have carried out 704 digital support sessions, with 622 of these sessions being carried out 1-2-1 in people's homes.

Main topics covered during digital support sessions:

1. Device Basics/General Confidence
2. NHS App
3. Communication/Video Calling
4. Online Shopping
5. Accessibility

We have assisted 157 people to access the NHS App, allowing them to better manage their own health conditions online. NHS App requests made up 38% of referral requests in 23/24. Demand for assistance with the NHS App continues to grow, as we work in partnership with more local GP PCNs, allowing them to refer their client base directly to us.

CONTINUING TO GROW

Eggcup Community Food Club reached out to Age UK Lancashire to see how we could help their customers with digital support. The cost-of-living crisis is making it more difficult for older and vulnerable people to get easy access to food and good quality meals. Eggcup chose Age UK Lancashire as a trusted organisation and is looking for Age UK Lancashire to support people to access online services and assist in the renewal/application process with bus passes or blue badges which are now almost all online.

In one of the sessions, we supplied free Sim Cards to the membership. These Sim Cards come with free calls, texts and monthly data allowances. The members were so thankful that they could now surf the web, video call family and access emails without the need to purchase a data package or incur additional charges.



New Additions

In November and December 2023, we welcomed Rian Eaton and Yulia Ikonnikova to the team. Rian is the new Digital Services Manager and comes from a background in I.T in the Health and Education sectors.

Yulia is the new Digital Services Administrator and volunteered with the organisation for 4 months before she took on this new role. Yulia comes from an educational background in her home country of Russia.





HEALTH PARTNERSHIPS

As well as offering the service to the general public, we also seek out partnerships with health-based organisations in order to maximise our reach and increase the likelihood of positive health outcomes. We work with the organisations below so they can offer our services to their patients and refer into us directly.

Bay Medical Group
Lancaster Medical Practice
Ash Trees Surgery
Blackpool North and Central ICBs
Northwest Adaptive Technologies
East Lancs Neuro Rehab
Galloways Society for the Blind

Feedback

Working with the Digital Navigator, David was able to set up his NHS online account and App. Due to problems with his leg, David has regular contact with his local medical centre and the digital service has enabled him to make contact with them more easily.

David said of the service provided by the Digital Inclusion Team: “The service was excellent. It has given me a broader understanding of what to do and how to do it.”

HOSPITAL AFTERCARE

The Hospital Aftercare Service is available to adults in Lancashire aged 18+ who need care and support following a hospital stay, illness or significant life event. The service provides low level practical and emotional support to help people remain independent and out of hospital. The service forms part of Intermediate Care which is a range of integrated services and supports the promotion of independence and faster recovery from illness. This requires working in partnership with other Intermediate Care Services to deliver the best form of care and support to the Individual.

Insights into who uses our service

Of individuals using The Hospital Aftercare Service over 63% live alone, 77% of those accessing the service were aged 65+ and were living with medical conditions affecting their mobility and other diagnoses including Hypertension, Arthritis, Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Cancer, Heart Failure and Stroke. We identified over 650 unpaid carers and supported them to find or register with local carer support groups or organisations in their area. 71% of individuals we assessed reported an improvement in their Wellbeing after using the service, in addition, we were able to assist in prescription collections, meal preparation and shopping to promote independence in the short term to support and promote recovery from illness or injury.

Customer Story

Scan the QR code to hear Marsden's Story and why he described Age UK Lancashire as "So helpful and caring, always there".



A year of increasing demand

Throughout April 2023 to March 2024, the Hospital Aftercare teams across Lancashire received more than 13,000 referrals, up by 8% on the previous annual period. The number of contacts made with individuals rose by 9% to over 66,400. 38% of contact was face to face with individuals with 16400+ visits in their homes and over 6400 ward visits whilst they were in hospital. We saw a significant rise of 40% in demand for welfare visits to ensure individuals were safe and well following discharge from hospital or illness and completed 3,000 visits of this nature.

With staff located at hospitals all over Lancashire, we are able to respond quickly to requests for support and on average it took 30 minutes from accepting an urgent referral, to our team having contact with the client on the hospital ward, in their home or an appointment made to visit them. We liaised with other professionals on behalf of service users in more than 7,600 cases, this increased by 44% on last year, reflecting the complexity of presenting needs and the level of integration of the service within a wide range of health and social care settings.

We gave advice, emotional support and provided information about topical health interventions such as falls prevention in over 14,100 cases, up by 15% since last year.

In October 2023, the service was subject to procurement by Lancashire County Council following successful inclusion onto their Pseudo Dynamic Purchasing System (PDPS). After, many hours of writing the submission and discussions with the delivery teams, we were extremely pleased to be notified in January, that we had been successful in all lots. The contract will now run continuously for 3 years with a potential extension of a further 4 years after that period.

What people said about the service

Service Coordinator, Lindsay

“Coming to work is not just a job, I love my job and the satisfaction it gives me makes it all worthwhile. I have the best job in the world!”

Central Lancashire service user

“I have been treated with respect and the Wellbeing worker was friendly and helpful. Without Age UK [Lancashire], we wouldn't have known about being able to get things prescribed and save so much money, with everything costing so much it is hard.”

Jane Kitchen, Operational Lead for Discharge - Lancashire Teaching Hospital Trust

“I'm in awe of the number of calls that the staff make to patients... what a 'safety net' the service is.”

Wellbeing Worker, Tracy

“I love my job and making a difference to people's lives”

Tony McDonald, Executive Director of Integrated Care, Partnerships and Resilience, East Lancashire Hospitals NHS Trust

“We are truly lucky to have you as part of our community service offer to our patients and their families and incredibly grateful for all your support, efforts and commitment. Please do pass on our thanks and appreciation to your colleagues.”

RETAIL

The Retail team's primary focus is to increase unrestricted income to support the provision of charitable activities.

Retail ended the financial year with an income of £694k.

The annual income target was ambitious and fell short by £50k. This was mainly down to having to close one of our premises for 6 months due to a health and safety concern that we raised and had to close the shop until the relevant remedial works were completed. This resulted in a drop in income of £46k compared to the previous year.

However, it was pleasing to see overall growth on 2022/23 of £37k.

New Managers in Oswaldtwistle and Bamber Bridge shops have been transformative and these shops grew their sales by £19k and £8k respectively. Additional trading days to 5 days a week from 4 days in Accrington shop also proved successful producing additional sales of £15k.

Disappointingly, increasing operating and staffing costs have negatively impacted on the contribution made towards central costs.

Gift Aid

We have seen continuing success of our focus to drive Gift Aid sales and achieved £32.6k of additional income via this process of HMRC tax rebate.

This represents a 23% conversion of donated goods, up by 6% on the previous year and surpassing our target of 21%.



Bought in Goods (BIG)

Sales from new goods have continued to improve with a more diverse product range and more efficient management of stock.

More regular deliveries, a better stock system has supported sales of £27k, which represents a 100% increase on the previous year.



MORE THAN A SHOP

#morethanashop – we are inclusion advocates

We have grow our volunteer team to over 100 regular supporters. Our volunteers range in age and diversity with some of our volunteers requiring additional support from our team and their carers'. We bring everyone together, appreciating the invaluable support they provide to retail's day-to-day activity. Volunteers have varied reasons for supporting us but the main ones are to meet other people and provide a purpose for their days. We help to tackle loneliness and to build people's confidence and create a friendly social atmosphere. We have also piloted working with a local charity "Creativity Works" who support young people to gain employment and have had two successful placements and hope to see this continue into the new financial year.

#morethanashop – we are community

In many cases, our shops are at the heart of the community where customers feel welcome and pop in weekly if not daily. We provide a warm welcome to all and are the face of Age UK Lancashire on the high street, promoting and referring customers to the services we offer.

We have also supported local initiatives such as hedgehog rescue and dog charities where we provide linens for animal bedding.

We have worked closely with our colleagues in our Hospital Aftercare Service and have been able to donate from our shops, clothes and essential items for those who have been discharged from hospital with hardly any or no possessions of their own.



| MORE THAN A SHOP

#morethanashop – we are landfill deflectors

With sustainability a high-profile issue, we are proud to say that last year we saved more than 64,500kg of unwanted clothing, bric a bac and books from landfill and also raised £24k from selling unwanted items to our RAG merchant, who export the clothing overseas. This brings in additional income and supports our social values and responsibility.

#morethanashop – we are sustainable fashion pioneers

We love the pre-loved! We follow the mantra Re-Use, Reduce, Recycle! Shopping in a charity shop no longer has the stigma that it once held. It's now cool to wear 'Vintage'. Younger people are embracing the socially ethical way to shop and save money and it's no longer the domain of the older generation. This broadening of our customer base will secure a positive future for Age UK Lancashire.





BUSINESS DEVELOPMENT & FUNDRAISING

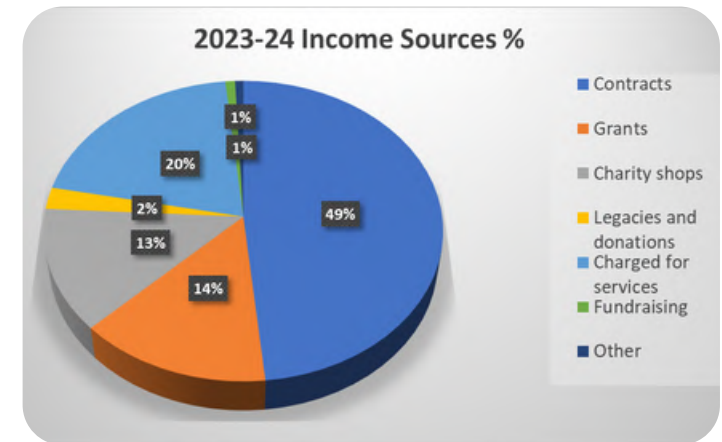
By the end of this year, we were delighted to already have met one of the main targets of our 2022-25 strategy by exceeding £5m turnover (£5.27m). This was one of the recommendations from the fundraising consultant from Moore Smith Kingston funded by a grant from Dunhill Medical Trust, “Age UK Lancashire needs to increase turnover to £5m or more to help it to move from the ‘Goldilocks Zone’ and to benefit from economies of scale”. On the whole, this has been a very successful year for business development and fundraising.

We were absolutely thrilled to win the Lancashire County Council Short Term Help and Support re-tender in January 2024, securing our provision countywide and we look forward to delivering the newly named Living Well Support Service for a number of years to come.

Being nominated as charity of the year 2024 by Eric Wright Trust as part of which we received £25,000. This will be used to extend the funding of our Good Day Calls Service in 2024.

We recognise the potential of working with the Integrated Care System (ICS) and are establishing robust working relationships with commissioners, so we are ready for future opportunities.

Contracts continue to make up almost half of our income, with charged for services, grants and retail income making up a significant part of the rest. Although legacies, donations and fundraising only currently make-up about 3% of our income, these sources provide vital, unrestricted income to support some of our core services.



INDIVIDUAL GIVING & LEGACIES

Despite the cost-of-living crisis, our income from donations has been solid this year, boosted by a major donation of £15,000 from the employees of Clearwater International which was gratefully received.

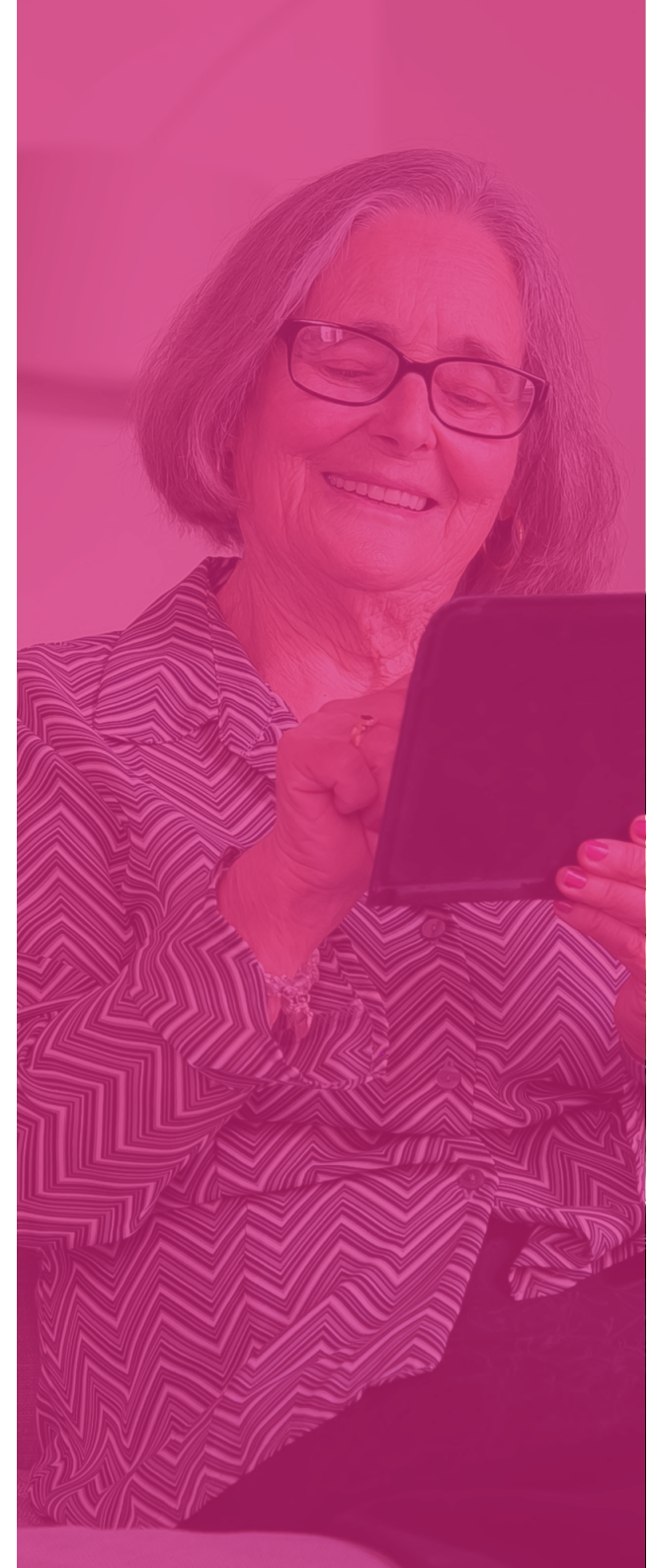
This donation, like many of the others that we receive, was in response to the extensive support that we had given one of the employee's relatives and clearly illustrates our impact on local families.

Our Will Writing Services have really taken off this year and continue to be popular with clients and the general public alike. We have welcomed more solicitors on board this year and continue to increase our coverage of the county.

Our existing solicitor partners have been flexible in their way of working and many are happy to offer home or telephone appointments which has helped support those who aren't able to leave the house.

Legacies to Age UK Lancashire and legacy grants raised £82,916 during the year, donations brought in £40,381 and donations specifically through the Will writing surgeries raised £8,275.

Our intention in the year ahead is to continue our stewardship with donors with a view to encouraging regular giving and gifts in Wills wherever possible. We are looking forward to running our first legacy event in October.



Grant Funding

We continue to benefit from our investment in a Business Development Manager with 23 bids being submitted during the year, of which 14 were successful, bringing in a total of £565,987 in new grant income.

We maintained a success rate of over 60% during 2023-24 and this new funding enabled us to establish and sustain several services and included:

- A further £30,000 from the Headley Trust (part of the Sainsbury's family) to support our Information & Advice service.
- Continuation of our partnership with Electricity North West limited to promote sign-ups to the Extra Care Register by vulnerable older people.
- £43,112 from the Community Organisations Cost of Living Fund (Department for Culture, Media, and Sport) to support our Customer Service Telephone Line.
- £71,000 to establish specialist support groups for people living with mental health conditions in East Lancashire.
- £49,993 from Age UK to establish a new partnership to support people newly diagnosed with Parkinson's Disease, working with the lead Neurology consultant, Professor Chhetri and the Parkinson's Nurses at Royal Preston Infirmary.

During the coming year, our priority is to apply for grants to consolidate and sustain our current provision, including:

- Good Day Calls
- Parkinson's Disease support
- Dementia
- Veterans

CORPORATE FUNDRAISING

We took the difficult decision to cease our dedicated corporate fundraising at the end of this year to focus more on individual giving. Despite best efforts, we had found it difficult to raise the levels of income we hoped for from local businesses who are themselves struggling with cost-of-living pressures.

Our Corporate fundraising brought in £18,827 income this year.

Fundraising Events

We ran our first Crowdfunder in November and December 2023 for our winter fundraiser #MoreThanACall, and we were very pleased with the outcome of this because of the funds raised on the platform (£3,000+) and the increased profile exposure with both partners and donors. Based on this success we intend to use Crowdfunder as the platform for our next Canoe Challenge.

A number of public events supported by local businesses and members of the public have both helped to raise funds and our profile. These included our Cross Bay Walk in April 2023, Fashion Show in September, Sleepout in November and Christmas tree recycling in January 2024. We are proud that the trees we collect benefit the banks of the River Ribble, creating wildlife habitats.

We have moved our canoe challenge to May 2024 to hopefully benefit from the improved weather and to attract more participants. Plans for the event are well under way. In future, we plan to focus on two major fundraising events per year to boost brand visibility and revenue, with a number of smaller events running periodically.

In the year ahead, we will be working more closely with Age UK national and other brand partners on a number of fundraising initiatives which will directly benefit local older people.

COMMUNITY ENGAGEMENT

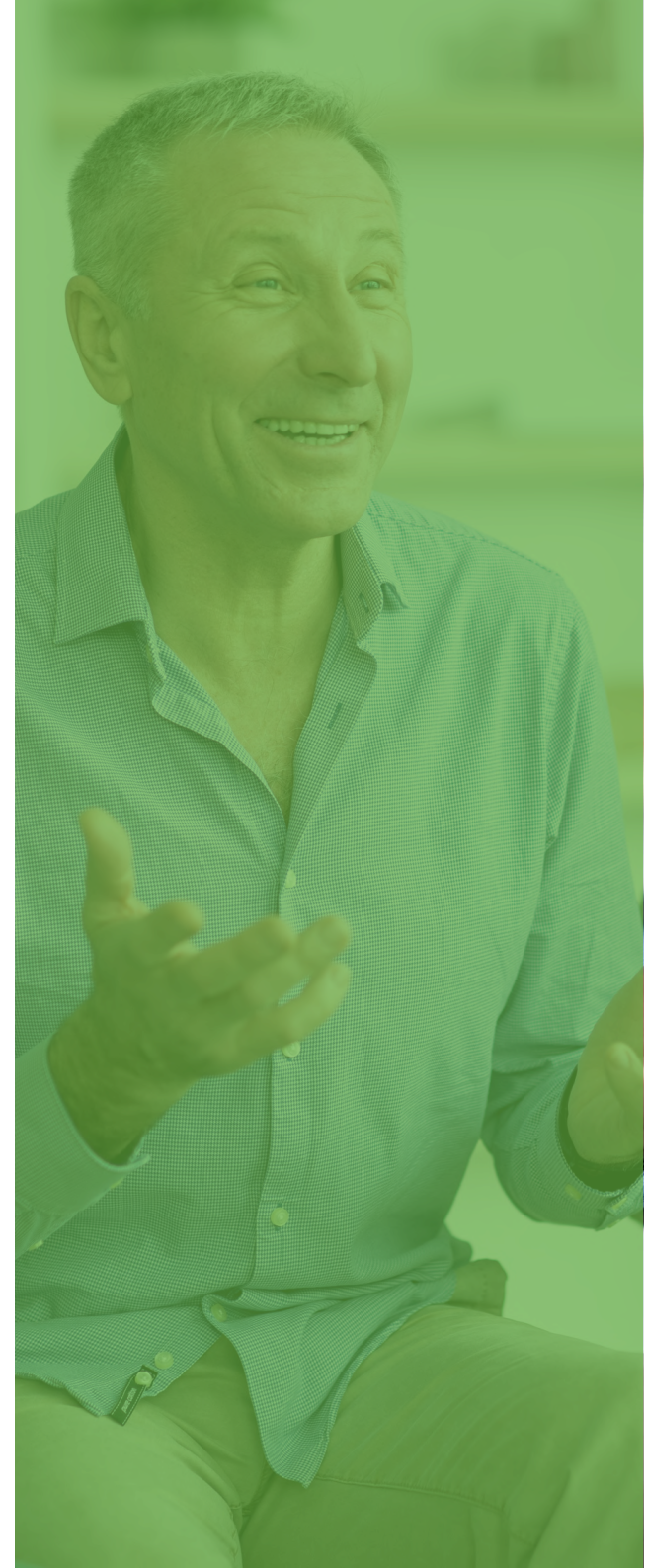
During 2023-24, our Community Engagement Manager delivered face-to-face talks with community and NHS support groups as well as attending Health and Wellbeing events across the county. They specifically promoted our NHS funded Digital Inclusion Service and delivered educational talks on scams avoidance and the one-on-one support available through our Age UK funded Scams Awareness Service.

Following the success of the previous year's winter resilience campaign with Lancashire Fire and Rescue and Electricity Northwest Limited, we received increased funding to encourage older people to sign up to the Priority Services Register. Working closely with the relevant support workers, they reached in excess of 1500 individuals in the community and with the support of front-line staff, we are on target to reach 5,000 new signatories by October 2024. This in turn has led to an extension of funding for 2024-25.

Our Community Engagement Manager played a crucial role in supporting the Dementia Team. They co-led the Bay Information and Carnforth Memory Groups alongside local NHS staff, providing vital assistance to individuals living with dementia and their caregivers. They also took responsibility for launching and developing a Wyre Council funded Carers Group in Garstang.

Over the summer months they led Hydration Awareness campaign on behalf of the NHS Continuous Improvement Team to encourage people to drink more water during the day to reduce the risks of the negative impacts of dehydration such as strokes, confusion and Urinary Tract Infections.

The Manager also continued to support Older People's Friends and Forums Groups and represented Age UK Lancashire at Integrated Care Community and Positive Ageing meetings.



RETIREMENT PLANNING

Our Retirement Planning Workshops continued to attract interest from across England and Wales and this year raised £13,121 in unrestricted income for the charity. We delivered a combination of virtual and face to face early, mid and late careers workshops to 8 different organisations reaching over 190 participants. In response to requests from a very large firm of solicitors, we developed a bespoke one-hour change management workshop which was delivered as a webinar and a financial planning webinar is booked for September.

Our responsiveness to feedback and our ability to adapt the workshops to the needs of clients has led to multiple repeat bookings from organisations including the National Nuclear Laboratories, Suzuki and Barnet Homes during 2023 and for 2024 and we are receiving new business enquiries as a result of recommendations.

Marketing, Social Media and Storytelling

Raising the brand awareness of the charity continues to be a high priority, through a multi-channel approach including digital, print advertisement, email marketing and local and regional media outlets including radio.

We are committed to sharing stories about the impact of Age UK Lancashire on the lives of local older people, bringing our work to life through the voices of the people who we support and their carers.

Outsourcing our SEO to ensure that we effectively spend our Google Ads grants continues to make a huge impact with generating users to our website and promoting specific campaigns and information.

Social media plays an increasingly important role and we continue to promote and update information for our customers across Facebook, Twitter, Instagram and Linked In.

Our Mailchimp subscribers continue to increase and we are gradually improving our processes for growing our subscribers. We continue to send out our newsletter regularly to keep clients, customers and carers up to date.

In the year ahead we intend to:

- Develop more strategic marketing campaigns to raise awareness of specific services and activities.
- Increase our Mailchimp subscribers to ensure that as many local people as possible are receiving our newsletter and are kept up to date with our services and activities.
- Gradually move away from using Hootsuite to increase our reach.

OUR PEOPLE & VALUES

Our People & Volunteers

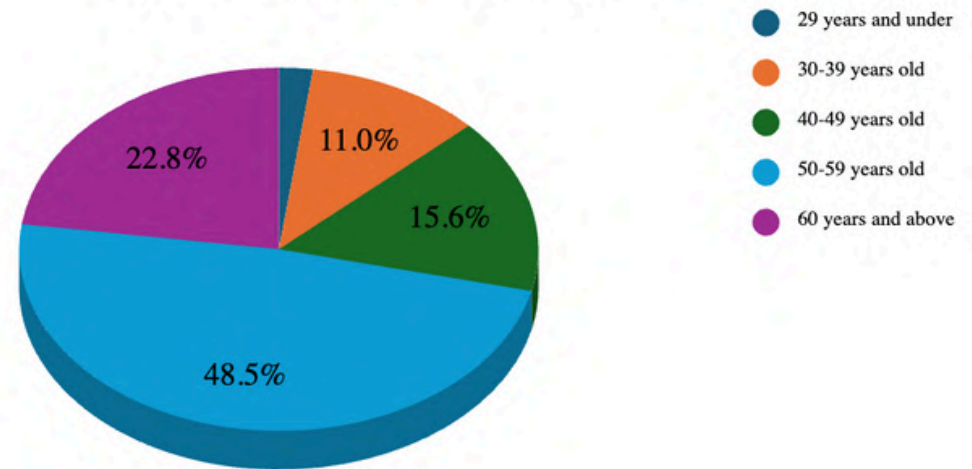
Throughout the year, the charity employed an average of 242 employees, with 57 employed full time, 103 employed part time and 82 working on flexible / casual contracts.

The flexible working options we provide as an organisation, as well as the diverse range of roles on offer, enable us to employ individuals such as those with caring responsibilities and those who may need to work around other life commitments.

Throughout the year, we have seen volunteers successfully securing paid employment with us, an increase in colleagues returning to Age UK Lancashire as an employer, and an increase in internal promotions and colleagues moving between services.

As an employer, we are proud that we have a large number of older people working for us, recognising the value and contribution made, we provide opportunities to those who are often excluded from the labour market or find it difficult to gain employment. 22% of our colleagues are over the age of 60, and 5 of our colleagues are over the age of 70.

Age Demographics March 2024.



Volunteers

During the year, the workforce and capacity of our charity was significantly boosted by an average of 105 active volunteers dedicating approximately 500 hours per week of their time and skills, this resulted in an additional 26,000 hours of capacity for our services.

Based on the National Living Wage, we estimate that the financial contribution of these hours is around £312,000. While the majority volunteer within our Retail team, we have volunteers supporting our Day Services, our I&A team, our Support At Home team, Dementia Services, Digital Inclusion and Fundraising. We are hugely grateful for the support of our volunteers and the value that they add to our services.

Celebrating Our Colleagues & Volunteers

The red, white and blue themed Celebration event (in honour of the Kings coronation) hosted at Mytton Fold in May gave our colleagues from across the county a rare opportunity to gather together. Our teams created 'A Day In the Life Of' videos demonstrating all that is achieved in our services and we had an opportunity to learn a little more about Dementia with an interactive session delivered by our own Dementia Services colleagues.

Our organisation was treated to an incredible talk by writer and activist, Wendy Mitchell, author of *One Last Thing* and *Somebody I Used To Know*. This was the second occasion Wendy has spent time with our colleagues, sharing her experiences of living positively with dementia. Always popular, engaging and inspiring, Wendy shared the story of her final fundraising adventure, the London Landmarks skyscraper challenge, read excerpts from her final book, *One Last Thing* and shared the stories behind the book with us. Sadly, Wendy died on 22nd February 2024, we will fondly remember Wendy for her determination, humour, compassion and dedication to helping others.



Volunteer Awards

We recognised the incredible work and dedication of our volunteers through our volunteers awards. This year there were 3 winners:

Tom – Day Services volunteer

- Tom is so hard working and very down to earth with the customers, he'll muck in and go above and beyond in his duties as a volunteer, everyone needs someone like him in their team.
- He consistently stands out as a very special individual, volunteering 2-3 times per week. He brings with him a wealth of lived experience and compassion, using his skills to make customers feel valued, spending time with them on a 1:1 basis or helping them get involved in activities.
- Tom's described as a fantastic ambassador for Age UK Lancashire and the team are grateful and proud to have him in their team.



Lindsay – Retail volunteer

- While only starting as a volunteer quite recently, Lindsay has made a significant impression already with long-standing volunteers looking to her for support and direction.
- She's increased sales and maintained morale whilst a new manager was being recruited. Other volunteers only ever have positive things to say about her and hold her in high regard.
- She's hardworking, shows initiative and is a great asset to the shop, her team and Age UK Lancashire – if only there were more of her!



Our Vivien Mumford Award For Volunteering went to John, a Retail Volunteer

- John is the most willing volunteer, is always happy to help at short notice. He's a happy chap and always participates cheerfully in anything that we ask him to do.
- On the days that he's not volunteering, he'll usually pop his head in to see if the team need any help with anything.
- Recently a volunteer from further away (a 45 min bus ride) was unwell which would have left our van driver without enough support to do furniture deliveries and there was a strong possibility that we would have to cancel some jobs – he immediately jumped on a bus and arrived an hour later – all the jobs got done – happy donors and happy customers!



OUR CULTURE & VALUES

Our Annual Colleague Survey for 2023 was completed by 77% of our colleagues, while this was a lower level of engagement than 2022, we achieved higher levels of qualitative feedback with more colleagues than before sharing views, opinions, feedback and suggestions, as opposed to simply answering the multiple-choice elements.

Our 'colleague engagement' score 90% with colleagues saying they either 'strongly agreed' or 'agreed' with statements including 'I enjoy my job', 'I intend to be working here in a years time,' 'I'm proud to work here' and 'I would recommend Age UK Lancashire as an employer to friends and family'.

Being of the older generation myself, I've had quite a few employers over the years. In my opinion, Age UK Lancashire is probably the best and most caring employer I've had."

We are very lucky that we have such a good manager who values each and every one of us and empowers us to give the best level of care we can and promotes the AUKL values."

We had a Reward & Recognition section within our 2023 Colleague Survey that asked questions about the benefits we currently offer, what other benefits our colleagues would like to see and ranked the importance to our colleagues of benefits. In response to feedback given in the survey, we have agreed and are trialling in 2024, additional discretionary annual leave being given during the December company shut down period.

As always we shared our 'You said, we did' with the organisation that highlighted the key themes that came through in the feedback and what actions we have already taken, what actions would be taken and when things couldn't be changed, we gave an explanation as to why.

Reward and Recognition

We committed to and delivered external and internal benchmarking for all our roles in late 2023, resulting in all pay levels for roles now aligning to the mid-point for the benchmark. As part of the benchmarking process, we have completed a benefits review and this has generated focus areas for consideration for 2024 and 2025.

In early 2023, we launched a Salary Exchange Pension scheme provision for all eligible colleagues and will continue to review our pension provision in 24/25.

Developing Our Colleagues

Through 2023 and into 2024, we continued to deliver our Corporate Induction Day for new starters to ensure that while working across the county of Lancashire and in different services, we are bringing those new to our organisation together.

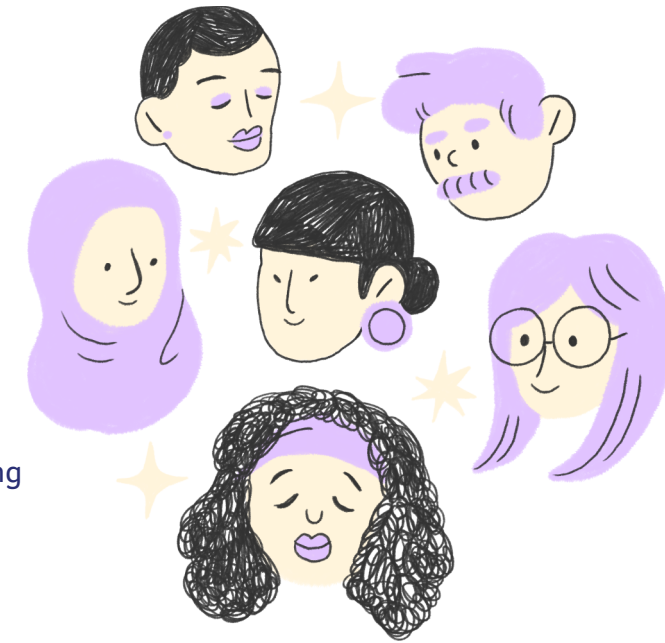
We delivered learning and development sessions through our general managers team meetings to focus on Diversity, Equity and Inclusion (DEI), delivering quality one to ones and understanding the importance of record keeping. Alongside our comprehensive online learning programme, our colleagues had the opportunity to participate in Cyber Security Training hosted by Age UK National, Dementia Awareness training provided by our own Dementia Services team and Mental Health and Resilience training delivered by Talking Therapies.



Diversity, Equity & Inclusion (DE&I)

DE&I is deeply important to Age UK Lancashire, alongside championing DE&I for older people, we are committed to valuing diversity and difference in our colleagues, creating an inclusive working environment where people feel free to be their whole selves.

We formed a DE&I working group in early 2024 with colleagues from across the charity and the first meeting focussed on our current provision around EDI, how we could enhance our inclusivity as an employer, understanding social location, the challenges around data collection for EDI and understanding why diversity, equity and inclusion is important for both our colleagues and clients.



Embracing Digital Ways of Working

We have continued to look for ways to digitise the processes around People and Payroll, this has included using Microsoft Forms to replace word documents, looking for options for digital contract signatures, creating forms within our UKG system and enabling self service for simple processes such as personal details changes.

We moved all volunteer records onto UKG to minimise the manual recording and storing of data, volunteer new starter and leavers forms were created in MS Forms, removing the dependency on paper forms. We will be continuing the review of volunteer recruitment and onboarding process in 2024/2025.

OUR FINANCES

We strengthened our finance team in August 2023 with the recruitment of an AAT level 4 qualified Finance Team Lead. Training from Age UK events, external sources and team meetings led to improved knowledge and experience throughout the finance team.

We continued our review and improvement of finance processes and procedures throughout the year. We've improved forms, enhanced approval routes and communication channels to finance.

We produced timely and accurate management accounts each month end and all statutory returns were completed by the appropriate deadlines. We developed our use of Jet reporting to share detailed monthly project management accounts and payroll reports with budget managers and Heads of Service. We involved more colleagues than ever before this year in setting the budget for 2024-25.

Whilst we did not meet our cash reserves KPI target during the year due to delays in payment on one contract this stabilised by the year end, and we met the target in quarters 3 and 4. Our cash flow modelling continues to be developed.

We closely managed debt, improved our invoicing and saved costs and considerable time by outsourcing our printing and maximising the documents we send by email. We resolved historic queries on utility billing and spot income.

We developed colleagues finance knowledge via GMT, Induction Days and Workplace. We held deep dives into services and introduced Finance Drop In sessions.

Throughout the year we processed 186,269 transactions, took 4,268 calls and increased the percentage of charged for customer invoices paid by Direct Debit from 62% to 70%.

OUR FINANCES

During 2023/24 we revised our reserves strategy, which we've reported our 31st March 24 reserves against. This was approved at our May 2024 Finance and Risk Committee. We continuously manage our reserves closely including cash and investments to maximise opportunities, interest earned and minimise risk.

We achieved a clean audit of our 2022/23 and 2023/24 accounts. We improved the finance bid model template and worked closer than ever with Business Development in preparing bids throughout the year to ensure we remain sustainable.

For the period ended 31 March 2024 we adopted a voluntary change in accounting policy with respect to the recognition of donated items of stock. Previously we recognised donated items of stock at fair value. Reflecting our prudent approach we have moved to not recognising the value of donated items of stock until they are sold. This is explained further in note 2 of the financial statements.

Many of our previous priorities continue into 2024/25 as we build upon the solid foundations we have developed in the past two years. We will focus on continuing to build relationships and business partner across all Age UK Lancashire teams to inform decision making and closely manage the resources available to us.

Statement as to Disclosure of Information to Auditors

So far as the Trustees are aware, there is no relevant information of which the charity's auditors are unaware, and each Trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any information and to establish that the charity's auditors are aware of that. Our accounts are prepared on a going concern basis of accounting. Having reviewed our financial position and performance including our cashflow, budgets & Forecasts, our commitments, our reserves, our risk management and future plans and strategy. The trustees are of the opinion that the charity remains a going concern.

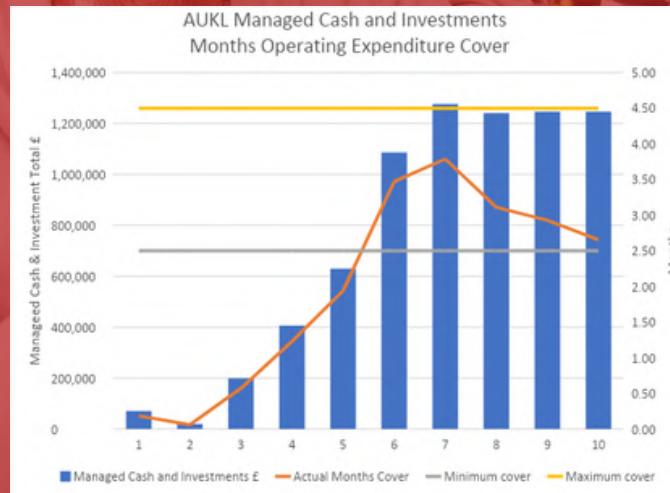
Reserves, Finance Review and Investments

We made a surplus in the year of £159,417 (2023 surplus of £111,605 restated). The charity’s subsidiary trading company was dormant during the year. The previous compensatory payments from Age UK of £68,695 ceased in year end March 2023.

Age UK Lancashire retains a reserves policy which is monitored throughout the year and formally reviewed on an annual basis by the Board of Trustees. The reserves we hold mean we can protect ourselves in the event of a sudden or unexpected drop in income and ensure we can take advantage of opportunities to invest or expand, should they arise.

The funds in our reserves amounted to £1,625,644. This amount includes £273,522 of endowment funds, £125,400 of restricted funds allocated for specific projects and £265,000 of designated reserves.

Our reserves policy requires minimum levels of cash and investments to cover between 2.5 to 4.5 months of forecasted operational cash outflows. As at 31 st March 2024 our managed cash and investments total £1,246,877 and are within the set range as illustrated in the chart below.



INVESTMENTS

In 2023 the Trustees developed an investment policy and strategy to support their decision to invest £250,000 of surplus cash to ensure that it was bringing in additional income for the charity and making the most of our available resources. Our main objective with these investments is to out-perform the available bank interest rates. The Trustees discussed their risk appetite (low) for the investments and their ethical and environmental considerations adopting an ethical portfolio.

We hold the £250,000 invested as a designated reserve. At year end 31st March 2024 these listed investments were valued at £262,479. We received £6,242 of dividend income, £395 interest and incurred £4,271 of investment advice fees in the financial year.

Our Financial Adviser (Equity & General) and Discretionary Fund Manager (Investec) attend our Finance, Audit & Risk Committee every 6-months to discuss the investments, review performance and to answer questions that the Trustees have.

Cash Management

We continue to utilise the Flagstone platform for cash management, to ensure we achieve the best interest rates for our surplus cash and to maximise our FSCS protection. We achieved 73% FSCS protection of our cash on average across the financial year.

We generated £21,225 interest net of fees throughout the financial year via our cash management (£6,294 in 22/23). We negotiated a higher interest rate with our bank for cash held for working capital to fund monthly outgoing expenditure of payroll, expenses and supplier payments.

THE ENVIRONMENT

Age UK Lancashire are committed to minimising our impact on the environment. We have an environmental policy with key aims and we monitor our adherence to it. Aims within the policy include;

- We require that all colleagues work in a way that minimises their impact on the environment
- We will maintain only relevant documents & files for storage, minimising the retention in the cloud of old data
- We ensure that smartphones and other equipment are replaced only when necessary, reducing our carbon footprint. Keeping a smartphone for 3.5 years and not the average 2.5yrs (40% of its lifetime) makes a 25% saving on carbon footprint.
- We recycle our hardware and avoid it going into landfill.
- Where we provide food at events, these are generally catered fully vegetarian.



OUR FUTURE PLANS

We have identified the following areas as priorities for 24/25;

People

- Reward Strategy – following the benchmarking of benefits, review our pensions provider and contribution levels, and trial a discretionary increase in annual leave.
- DE&I – continue working group meetings to shape a plan for enhancing DE&I to include, training and an updated DEI survey and data collection
- HR basics – undertake a review of the essential compliance areas such as annual document provision, creating tools to support managers to maintain ongoing.
- L&D – Increase training support for digital skills, mental and emotional wellbeing, and management skills.
- Volunteers – Review the recruitment, onboarding, training procedures and processes.
- Digital processes – Continue to develop digital tools to aid recruitment processes.
- Increase resource to meet demands of the business within the People & Payroll team.

Operations

- Embed digital solutions across Teams
- Continue to improve reporting from 0300 to support service improvement and identify gaps in provision
- Increase our customer reach
- Continue to develop our internal reporting capabilities
- Expand our Dementia service offer
- Reduce paper by utilising online solutions for recording customer information
- Continue to improve and evidence positive outcomes for our customers

OUR FUTURE PLANS

Finance

- Continue to train and develop the finance team.
- Continue to build relationships and business partner across teams to inform decision making.
- Continue to streamline processes and further develop our financial reporting.
- Build upon the budget/forecasting work carried out in 23/24.
- Manage reserves to maximise opportunities and minimise risk.
- Continue to utilise and maximise investment opportunities.

Business Development & Fundraising

- Increase our number of regular givers and encourage more donors to leave us a gift in their Will.
- Build on the relationships that we have established with the ICS and other commissioning bodies, so we are ready for future opportunities.
- Continue to secure grants and contracts that support our core areas of work.
- Explore new areas of fundraising including payroll giving and the potential of joint campaigns with the Age UK network.
- We will continue to expand our external training offer, particularly through delivery of our Retirement Planning workshops.
- Continue to embed a storytelling culture across the charity to clearly show the link between the needs of older people in Lancashire and how Age UK Lancashire is meeting those needs.
- We will introduce a more strategic approach to our social media campaigns, allowing us to more effectively track their impact and reach.

OUR FUTURE PLANS

IT, Digital & Artificial Intelligence

A constantly evolving digital and IT landscape offers us both challenges and opportunities.

We have invested in a new finance package and a new system for our management of people and their data, both which come at significant cost financially, as well as the resources required to implement and develop them.

We have benefitted from the introduction of Office365 and our move to the cloud and a new outsourced IT & support company (Qlic).

All of the above developments are positive and support efficiency across the charity but they of course, add cost to our bottom line (and not all funders want to cover full cost recovery), which remains a challenge.

Not all of our staff are as IT literate as we would like and we carried out a detailed audit and analysis of this and have put appropriate training and support in place.

We continue to learn about the challenges and benefits from Artificial Intelligence and have introduced a policy for its use.

ADMINISTRATIVE INFORMATION

Trustees

Victoria Buyer (Chair)

Catherine Wilkinson (Treasurer)

Susan Ferm

Clare Barlow

Jean-Bruno Villette

Adil Patel

Julie Gonda

Anthony Pounder

Graham McConnell

Julie Haywood (appointed 12.04.24)

Anne Laver (appointed 07.03.24)

Amrita Govindji-Bruce (appointed 10.07.23, resigned 19.03.24)

Co-opted Members

Zoe Fleming

Chief Executive

Teri Stephenson

Senior Management Team

Alison Read – Director of Partnerships & Growth

Donna Studholme – Director of Operations

Cheryl Speak – Director of People & Organisational Development

Cath Molyneux – Director of Finance

ADMINISTRATIVE INFORMATION

Principal Charity Office

Wellbeing Centre
Moorgate
Ormskirk
L39 4RY

Solicitors

Napthens
7 Winckley Square
Preston
PR1 3JD

Registered Charity Number:

1142294

Registered Company Number:

072000267

Investment Advisers

Equity & General
2 Charterhouse Mews
London
EC1M 6BB

Auditors

Royce Peeling Green Limited
The Copper Room
Deva City Office Park
Trinity Way
Manchester
M3 7BG

**This report was approved by
Trustees on 21st November 2024
and signed on their behalf by
Catherine Wilkinson (Treasurer)**



03 December 2024

Bankers

Lloyds
Merchant Court
2-12 Lord Street
Liverpool
L2 1TS

TO THE MEMBERS OF AGE UK LANCASHIRE

Opinion

We have audited the financial statements of Age UK Lancashire (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 notes to the financial statements, including 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, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The 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.

AGE UK LANCASHIRE**INDEPENDENT AUDITOR'S REPORT (CONTINUED)****TO THE MEMBERS OF AGE UK LANCASHIRE****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.

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 statement of trustees' responsibilities, the trustees, who are also the directors of the charity 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud, are detailed below:

- . At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the charitable company and how management seek to comply with them. This helps us to make appropriate risk assessments.
- . During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Board Minutes and other documentation.
- . We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
 - I. Review of controls set in place by management
 - I. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
 - II. Challenge of management assumptions with regard to accounting estimates
 - III. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

AGE UK LANCASHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF AGE UK LANCASHIRE

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements, or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we are less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the 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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Royce Peeling Green Limited

Martin Chatten (Senior Statutory Auditor)
for and on behalf of Royce Peeling Green Limited

Chartered Accountants
Statutory Auditor

04 December 2024
.....

The Copper Room
Deva City Office Park
Trinity Way
Manchester
M3 7BG

AGE UK LANCASHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

| | | Unrestricted funds | Endowment funds Property | Restricted funds | Total | Unrestricted funds | Endowment funds Property | Restricted funds | Total |
|---|-------|--------------------|-----------------------------|------------------|------------------|---------------------|-----------------------------|------------------|---------------------|
| | | 2024 | 2024 | 2024 | 2024 | 2023 as restated | 2023 | 2023 | 2023 as restated |
| | Notes | £ | £ | £ | £ | £ | £ | £ | £ |
| Income and endowments from: | | | | | | | | | |
| Donations and legacies | 4 | 165,653 | - | 660,993 | 826,646 | 192,426 | - | 331,322 | 523,748 |
| Charitable activities | 5 | 3,702,711 | - | - | 3,702,711 | 3,623,180 | - | - | 3,623,180 |
| Other trading activities- shop income | 6 | 693,192 | - | - | 693,192 | 657,562 | - | - | 657,562 |
| Investments | 7 | 37,601 | - | - | 37,601 | 15,920 | - | - | 15,920 |
| Other income | 8 | 10,712 | - | - | 10,712 | 82,512 | - | - | 82,512 |
| Total income | | 4,609,869 | - | 660,993 | 5,270,862 | 4,571,600 | - | 331,322 | 4,902,922 |
| Expenditure on: | | | | | | | | | |
| Raising funds | 9 | 885,528 | - | - | 885,528 | 776,460 | - | - | 776,460 |
| Charitable activities | 10 | 3,562,098 | 2,628 | 661,191 | 4,225,917 | 3,673,340 | 2,628 | 338,889 | 4,014,857 |
| Total expenditure | | 4,447,626 | 2,628 | 661,191 | 5,111,445 | 4,449,800 | 2,628 | 338,889 | 4,791,317 |
| Net income/(expenditure) and movement in funds | | 162,243 | (2,628) | (198) | 159,417 | 121,800 | (2,628) | (7,567) | 111,605 |
| Reconciliation of funds: | | | | | | | | | |
| Fund balances at 1 April 2023 - as restated | | 1,064,479 | 276,150 | 125,598 | 1,466,227 | 942,679 | 278,778 | 133,165 | 1,354,622 |
| Fund balances at 31 March 2024 | | 1,226,722 | 273,522 | 125,400 | 1,625,644 | 1,064,479 | 276,150 | 125,598 | 1,466,227 |

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

AGE UK LANCASHIRE

BALANCE SHEET

AS AT 31 MARCH 2024

| | Notes | 2024 | | 2023 as restated | |
|---|-------|-----------|-------------------------|---------------------|-------------------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Tangible assets | 17 | | 343,603 | | 351,702 |
| Investments | 18 | | 262,585 | | 256,943 |
| | | | <u>606,188</u> | | <u>608,645</u> |
| Current assets | | | | | |
| Stocks | 21 | 8,810 | | 3,408 | |
| Debtors | 22 | 614,970 | | 570,785 | |
| Cash at bank and in hand | | 984,292 | | 984,180 | |
| | | | <u>1,608,072</u> | <u>1,558,373</u> | |
| Creditors: amounts falling due within one year | 23 | (588,616) | | (700,791) | |
| Net current assets | | | <u>1,019,456</u> | | <u>857,582</u> |
| Total assets less current liabilities | | | <u>1,625,644</u> | | <u>1,466,227</u> |
| Net assets | | | <u><u>1,625,644</u></u> | | <u><u>1,466,227</u></u> |
| The funds of the charity | | | | | |
| Endowment funds - Property | 26 | | 273,522 | | 276,150 |
| Restricted income funds | 25 | | 125,400 | | 125,598 |
| Unrestricted funds | | | 1,226,722 | | 1,064,479 |
| | | | <u>1,625,644</u> | | <u>1,466,227</u> |

03 December 2024

The financial statements were approved by the trustees on



.....
C Wilkinson
Trustee

Company registration number 07200267 (England and Wales)

AGE UK LANCASHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

| | Notes | 2024 | | 2023 | |
|---|-------|----------|----------|-----------|-----------|
| | | £ | £ | £ | £ |
| Cash flows from operating activities | | | | | |
| Cash absorbed by operations | 31 | | (14,628) | | (51,752) |
| Investing activities | | | | | |
| Purchase of tangible fixed assets | | (17,219) | | (1,925) | |
| Proceeds from sale of tangible fixed assets | | - | | 2,291 | |
| Purchase of investments | | (98,311) | | (250,000) | |
| Proceeds from disposal of investments | | 101,163 | | - | |
| Investment income received | | 29,107 | | 9,306 | |
| | | | | | |
| Net cash generated from/(used in) investing activities | | | 14,740 | | (240,328) |
| Net cash used in financing activities | | | - | | - |
| | | | | | |
| Net increase/(decrease) in cash and cash equivalents | | | 112 | | (292,080) |
| | | | | | |
| Cash and cash equivalents at beginning of year | | | 984,180 | | 1,276,260 |
| | | | | | |
| Cash and cash equivalents at end of year | | | 984,292 | | 984,180 |

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies**Charity information**

Age UK Lancashire is a private company limited by guarantee incorporated in England and Wales. The registered office is Wellbeing Centre, Moorgate, Ormskirk, L39 4RY, England.

Each current member and any member who has resigned within the last twelve months agrees, in the event of the company being wound up, to contribute to any deficiency in assets a sum not exceeding £1.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of land and buildings at fair value. The principal accounting policies adopted are set out below.

Consolidated accounts have not been prepared as the results and balances of the subsidiary company and the joint venture, both of which are dormant, are immaterial.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

AGE UK LANCASHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.5 Expenditure

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

| | |
|----------------------------------|--------------------------------|
| Land, buildings and improvements | 2% straight line method |
| Fixtures and fittings | 16.67-20% straight line method |
| Office equipment | 20-33% straight line method |
| Motor vehicles | 5-25% reducing balance method |

Land is not depreciated.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

The capitalisation policy within the charity is for items purchased over £1,500 and capital in nature to be capitalised.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

Entities in which the charity has a long term interest and shares control under a contractual arrangement are classified as jointly controlled entities.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**FOR THE YEAR ENDED 31 MARCH 2024****1 Accounting policies (Continued)****1.9 Stocks**

Purchased stock is valued at the lower of cost and net realisable value. Net realisable value is the estimated selling price less all estimated costs to complete and sell.

Donated items of stock are not included in the financial statements until they are sold. See also note 2.

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies **(Continued)**

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Change in accounting policy

For the period ended 31 March 2024, the Charity adopted a voluntary change in accounting policy with respect to the recognition of donated items of stock.

Previously the accounting policy was that donated items of stock were recognised at fair value, which is the amount the Charity would have been willing to pay for the items in an open market. The new accounting policy is that donated items of stock are not included in the financial statements until they are sold.

The updated policy is aligned with how the majority of other charities treat donated items of stock and removes the estimation uncertainty involved in the previous policy.

The impact of the change in the prior period is that stock as at 31 March 2023 is £71,812 lower, trading costs for the year ended 31 March 2023 were £10,911 lower and the surplus for the period correspondingly higher and unrestricted funds brought forward at 31 March 2022 were £82,723 lower than previously reported. Restatements to the prior period have been made in these areas.

3 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated 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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both periods.

The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are :

Determination of recoverability of trade debtors

A specific provision is made against certain debts where in the opinion of the trustees the debt is not fully recoverable.

Diapidations provisions

The requirement of any dilapidations provision within the financial statements.

Valuation of legacy income outstanding

The valuation of legacy income accrued at year end is a best estimate based on the most likely outcome.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

4 Income from donations and legacies

| | Unrestricted funds 2024 £ | Restricted funds 2024 £ | Total 2024 £ | Unrestricted funds 2023 £ | Restricted funds 2023 £ | Total 2023 £ |
|---------------------|------------------------------------|----------------------------------|--------------------|------------------------------------|----------------------------------|--------------------|
| Donations and gifts | 72,422 | - | 72,422 | 63,357 | 180 | 63,537 |
| Legacies receivable | 40,182 | - | 40,182 | 76,514 | - | 76,514 |
| Grants | 53,049 | 660,993 | 714,042 | 52,555 | 331,142 | 383,697 |
| | <u>165,653</u> | <u>660,993</u> | <u>826,646</u> | <u>192,426</u> | <u>331,322</u> | <u>523,748</u> |

5 Income from charitable activities

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 £ |
|------------------------|------------------------------------|------------------------------------|
| Contract income | | |
| Services provided | 2,616,845 | 2,666,846 |
| Fees received | | |
| Services provided | 1,085,866 | 956,334 |
| | <u>3,702,711</u> | <u>3,623,180</u> |

6 Income from other trading activities

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 £ |
|-------------|------------------------------------|------------------------------------|
| Shop income | 693,192 | 657,562 |

7 Income from investments

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 £ |
|--------------------------------|------------------------------------|------------------------------------|
| Income from listed investments | 14,737 | 8,166 |
| Interest receivable | 22,864 | 7,754 |
| | <u>37,601</u> | <u>15,920</u> |

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2024****7 Income from investments (Continued)**

Income from listed investments includes unrealised gains of £8,494 (2023: £6,614).

8 Other income

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 £ |
|--------------|--|--|
| Other income | 10,712 | 82,512 |

Other income includes £9,593 (2023: £1,590) reimbursement of leased car payments used for hospital transportation, £Nil (2023: £8,293) insurance income and £Nil (2023: £68,695) non trading compensation from Age UK.

9 Expenditure on raising funds

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 as restated £ |
|--|--|--|
| Fundraising and publicity | | |
| Other fundraising costs | 7,533 | 5,157 |
| Staff costs | 101,354 | 81,997 |
| | <u>108,887</u> | <u>87,154</u> |
| Trading costs | | |
| Premises, administration and other costs | 673,259 | 573,308 |
| Support costs | 103,382 | 115,998 |
| | <u>776,641</u> | <u>689,306</u> |
| Total costs | <u>885,528</u> | <u>776,460</u> |

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**
FOR THE YEAR ENDED 31 MARCH 2024**10 Expenditure on charitable activities**

| | Unrestricted funds 2024 £ | Unrestricted funds 2023 £ |
|--|--|--|
| Direct costs | | |
| Salaries, NI and pensions | 3,550,123 | 3,284,699 |
| Other employment costs | 22,953 | 31,938 |
| Premises costs | 111,914 | 88,294 |
| Travel | 130,466 | 109,884 |
| Communication | 66,346 | 58,824 |
| Legal and professional fees | 7,167 | 21,426 |
| Day services consumables | 47,990 | 39,613 |
| Repairs and renewals | 56,583 | 34,866 |
| Printing, postage and publicity | 18,737 | 24,458 |
| Maintenance contracts and subscriptions | 21,062 | 18,063 |
| Volunteer expenses | 468 | 5,586 |
| Leasing costs | 1,393 | 3,178 |
| Room hire | 13,534 | 11,023 |
| Marketing costs | 6,332 | 4,359 |
| Activities | 4,271 | 1,175 |
| Sundries and cleaning | 7,983 | 8,208 |
| Other costs (including depreciation) | 25,414 | 29,395 |
| | <u>4,092,736</u> | <u>3,774,989</u> |
| Share of support and governance costs | | |
| Support (see note 11) | 116,682 | 222,750 |
| Governance | 16,499 | 17,118 |
| | <u>4,225,917</u> | <u>4,014,857</u> |
| Analysis by fund | | |
| Unrestricted funds | 3,562,098 | 3,673,340 |
| Endowment funds - Property | 2,628 | 2,628 |
| Restricted funds | 661,191 | 338,889 |
| | <u>4,225,917</u> | <u>4,014,857</u> |

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

11 Support costs allocated to activities

| | 2024 | 2023 |
|-----------------------------|----------------|----------------|
| | £ | £ |
| Other employment costs | 24,728 | 110,040 |
| Travel | 6,073 | 3,912 |
| Communication | 103,034 | 120,049 |
| Legal and professional fees | 28,959 | 24,695 |
| Repairs and renewals | 1,866 | 21,060 |
| Printing charges | 7,414 | 3,291 |
| Maintenance | - | 9,827 |
| Leasing costs | - | 502 |
| Room hire | 1,007 | 562 |
| Marketing costs | 24,381 | 20,223 |
| Sundries and cleaning | 58 | 1,610 |
| Depreciation | 5,381 | 5,452 |
| Bank charges | 9,134 | 8,196 |
| Bad debt | 3,053 | 6,182 |
| Shared premises | 3,827 | 3,147 |
| Other costs | 1,149 | - |
| Governance costs | 16,499 | 17,118 |
| | <u>236,563</u> | <u>355,866</u> |
| Analysed between: | | |
| Fundraising | 103,382 | 115,998 |
| Charitable activities | 133,181 | 239,868 |
| | <u>236,563</u> | <u>355,866</u> |

Basis of apportionment

The above costs are allocated on time spent on each income stream.

12 Net movement in funds

| | 2024 | 2023 |
|---|----------------|----------------|
| | £ | £ |
| The net movement in funds is stated after charging/(crediting): | | |
| Fees payable to the charity's auditor: | | |
| - for the audit of the charity's financial statements | 9,200 | 9,750 |
| - for other financial services | 2,550 | 5,579 |
| Depreciation of owned tangible fixed assets | 25,318 | 23,419 |
| Operating lease charges | 150,826 | 152,293 |
| | <u>187,904</u> | <u>191,041</u> |

13 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2024****14 Employees**

The average monthly number of employees during the year was:

| | 2024 | 2023 |
|---------------------|---------------|---------------|
| | Number | Number |
| Full time employees | 57 | 53 |
| Part time employees | 185 | 188 |
| Total | 242 | 241 |

| Employment costs | 2024 | 2023 |
|-------------------------|------------------|------------------|
| | £ | £ |
| Wages and salaries | 3,750,781 | 3,404,862 |
| Social security costs | 249,738 | 231,948 |
| Other pension costs | 73,718 | 68,269 |
| | 4,074,237 | 3,705,079 |

Full time equivalent number of employees in the year was 149 (2023: 141).

The number of employees whose annual remuneration was more than £60,000 is as follows:

| | 2024 | 2023 |
|-------------------|---------------|---------------|
| | Number | Number |
| £60,001 - £70,000 | 2 | 1 |
| £70,001 - £80,000 | 1 | - |

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

| | 2024 | 2023 |
|------------------------|-------------|-------------|
| | £ | £ |
| Aggregate compensation | 327,955 | 311,470 |

The above excludes employer pension contributions of £14,401 (2023: £13,870).

Key management personnel comprise the Chief Executive, Director of Finance, Director of Operations, Director of Partnerships and Growth and Director of People and Organisational Development.

15 Retirement benefit schemes

| | 2024 | 2023 |
|---|-------------|-------------|
| | £ | £ |
| Charge to profit or loss in respect of defined contribution schemes | 73,718 | 68,269 |

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Retirement benefit schemes

(Continued)

The charity operates defined contribution pension schemes for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

16 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

17 Tangible fixed assets

| | Land, buildings and improvements | Fixtures and fittings | Office equipment | Motor vehicles | Total |
|------------------------------------|--|--------------------------|---------------------|-------------------|---------|
| | £ | £ | £ | £ | £ |
| Cost or valuation | | | | | |
| At 1 April 2023 - as restated | 315,000 | 24,039 | 66,612 | 9,500 | 415,151 |
| Additions | - | 14,438 | 2,781 | - | 17,219 |
| At 31 March 2024 | 315,000 | 38,477 | 69,393 | 9,500 | 432,370 |
| Depreciation and impairment | | | | | |
| At 1 April 2023 - as restated | 8,532 | 12,141 | 41,193 | 1,583 | 63,449 |
| Depreciation charged in the year | 5,190 | 6,107 | 11,646 | 2,375 | 25,318 |
| At 31 March 2024 | 13,722 | 18,248 | 52,839 | 3,958 | 88,767 |
| Carrying amount | | | | | |
| At 31 March 2024 | 301,278 | 20,229 | 16,554 | 5,542 | 343,603 |
| At 31 March 2023 - as restated | 306,467 | 11,898 | 25,420 | 7,917 | 351,702 |

The Charity's property was last valued at £315,000 on 23 June 2021 by Gregory Brent Forbes MRICS, Partner of Petty and a Chartered Surveyor with over 25 years experience. Gregory Forbes is a RICS registered valuer (registration number 0068222). The Trustees deem this valuation to be representative of the value at the current year end.

Comparative figures have been restated to combine land, buildings and improvements, previously reported separately, and to reallocate between cost and cumulative depreciation values following the revaluation. There has been no impact on the income and expenditure account or the carrying value of fixed assets in total as a result of this restatement.

At 31 March 2024, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £168,000 (2023 - £170,000).

Included within land and buildings is land with cost of £150,000 which is not depreciated.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

18 Fixed asset investments

| | Listed investments £ | Other investments £ | Total £ |
|-------------------------------------|----------------------------|---------------------------|----------------|
| Cost or valuation | | | |
| At 1 April 2023 | 256,837 | 106 | 256,943 |
| Additions | 98,311 | - | 98,311 |
| Valuation changes | 8,494 | - | 8,494 |
| Disposals | (101,163) | - | (101,163) |
| | <u>262,479</u> | <u>106</u> | <u>262,585</u> |
| At 31 March 2024 | <u>262,479</u> | <u>106</u> | <u>262,585</u> |
| Carrying amount | | | |
| At 31 March 2024 | <u>262,479</u> | <u>106</u> | <u>262,585</u> |
| At 31 March 2023 | <u>256,837</u> | <u>106</u> | <u>256,943</u> |
| | | 2024 | 2023 |
| Other investments comprise: | Notes | £ | £ |
| Investments in subsidiaries | 19 | 100 | 100 |
| Investments in joint ventures | 20 | 6 | 6 |
| | | <u>106</u> | <u>106</u> |
| | | <u>106</u> | <u>106</u> |
| | | 2024 | 2023 |
| Investments at fair value comprise: | | £ | £ |
| UK fixed interest | | 89,093 | 43,614 |
| Overseas fixed interest | | 13,192 | 37,878 |
| UK equities | | 28,472 | 28,339 |
| Overseas equities | | 76,109 | 76,452 |
| UK property | | 5,532 | 5,749 |
| Overseas property | | 5,900 | 5,544 |
| Alternative assets | | 44,181 | 51,803 |
| Cash | | - | 7,458 |
| | | <u>262,479</u> | <u>256,837</u> |
| | | <u>262,479</u> | <u>256,837</u> |

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

19 Subsidiaries

These financial statements are separate charity financial statements for Age UK Lancashire.

Consolidated financial statements are not prepared as the Charity's only subsidiary is dormant and is not material to the financial statements.

Details of the charity's subsidiaries at 31 March 2024 are as follows:

| Name of undertaking | Registered office | Nature of business | Class of shares held | % Held | |
|-------------------------------|-------------------|---------------------|----------------------|--------|----------|
| | | | | Direct | Indirect |
| Age UK Lancashire Trading Ltd | England and Wales | Arranging insurance | Ordinary | 100.00 | |

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

| Name of undertaking | Profit/(Loss) | Capital and Reserves |
|-------------------------------|---------------|----------------------|
| | £ | £ |
| Age UK Lancashire Trading Ltd | - | 100 |

Investments in subsidiaries are stated at cost.

20 Joint ventures

Details of the charity's joint ventures at 31 March 2024 are as follows:

| Name of undertaking | Registered office | Nature of business | Class of shares held | % Held | |
|----------------------------------|-------------------|--------------------|----------------------|--------|----------|
| | | | | Direct | Indirect |
| Age UK Greater Lancashire C.I.C. | England and Wales | Non trading | Ordinary | 50.00 | |

Investments in joint ventures are stated at cost.

At 31 March 2023, Age UK Greater Lancashire C.I.C. had total capital and reserves of £12, representing the share capital.

Age UK Greater Lancashire C.I.C. withdrew from the Age of Opportunity project on 30 September 2021 and has been dormant since this date.

21 Stocks

| | 2024 | 2023 as restated |
|-------------------------------------|-------|---------------------|
| | £ | £ |
| Finished goods and goods for resale | 8,810 | 3,408 |

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2024**

| 22 Debtors | | 2024 | 2023 |
|--|--------------|----------------|----------------|
| | | £ | £ |
| Amounts falling due within one year: | | | |
| Trade debtors | | 276,143 | 301,165 |
| Amounts owed by subsidiary undertakings | | 1,645 | 1,632 |
| Other debtors | | 285 | 2,444 |
| Prepayments and accrued income | | 336,897 | 265,544 |
| | | <u>614,970</u> | <u>570,785</u> |
| | | <u>614,970</u> | <u>570,785</u> |
| | | | |
| 23 Creditors: amounts falling due within one year | | 2024 | 2023 |
| | Notes | £ | £ |
| Other taxation and social security | | 63,843 | 50,587 |
| Deferred income | 24 | 222,567 | 346,081 |
| Trade creditors | | 84,453 | 64,188 |
| Other creditors | | 15,746 | 12,335 |
| Accruals | | 202,007 | 227,600 |
| | | <u>588,616</u> | <u>700,791</u> |
| | | <u>588,616</u> | <u>700,791</u> |
| | | | |
| 24 Deferred income | | 2024 | 2023 |
| | | £ | £ |
| Arising from payments received on account for contracts or performance related grants | | 222,567 | 346,081 |
| | | <u>222,567</u> | <u>346,081</u> |
| | | <u>222,567</u> | <u>346,081</u> |
| | | | |
| This comprises funds received in advance for activities to take place in the following account period. Movements in the year are as follows: | | | |
| | | 2024 | 2023 |
| | | £ | £ |
| Deferred income is included within: | | | |
| Current liabilities | | 222,567 | 346,081 |
| | | <u>222,567</u> | <u>346,081</u> |
| | | <u>222,567</u> | <u>346,081</u> |
| Movements in the year: | | | |
| Deferred income at 1 April 2023 | | 346,081 | 628,632 |
| Released from previous periods | | (346,081) | (628,632) |
| Resources deferred in the year | | 222,567 | 346,081 |
| | | <u>222,567</u> | <u>346,081</u> |
| Deferred income at 31 March 2024 | | <u>222,567</u> | <u>346,081</u> |
| | | <u>222,567</u> | <u>346,081</u> |

Included within this figure at 31 March 2024 is £Nil (2023: £124,753) which is also recognised in year end trade debtors as the contract required the invoice to be raised in this financial year.

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2024****25 Restricted funds**

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

| | At 1 April 2023 | Incoming resources | Resources expended | At 31 March 2024 |
|--------------------------------------|--------------------|-----------------------|-----------------------|---------------------|
| | £ | £ | £ | £ |
| M Bones Legacy | 120,000 | - | - | 120,000 |
| Rosendale Borough Council | - | 490 | (490) | - |
| Wyre Borough Council | - | 515 | (515) | - |
| The Skelton Charity | - | 1,212 | (1,212) | - |
| Postcode Lottery Fund | - | 2,484 | (2,484) | - |
| Councillor Owen's CAF Fund | - | 250 | (250) | - |
| B&Q Foundation | - | 3,800 | (3,800) | - |
| Tesco | 598 | - | (598) | - |
| Screwfix Foundation | 5,000 | - | - | 5,000 |
| West Lancashire Borough Council | - | 1,784 | (1,784) | - |
| Fylde Borough Council | - | 15,750 | (15,750) | - |
| Eric Wright Foundation | - | 50,375 | (50,375) | - |
| The Headley Trust | - | 30,000 | (30,000) | - |
| Independent Age | - | 30,000 | (30,000) | - |
| CAST | - | 1,445 | (1,445) | - |
| The National Lottery Community Fund | - | 43,112 | (43,112) | - |
| Councillor Azhar Ali's Fund | - | 200 | (200) | - |
| LCC | - | 60,000 | (60,000) | - |
| Armed Forces Covenant Trust | - | 56,342 | (56,342) | - |
| Infection Control Funds | - | 5,998 | (5,998) | - |
| Health Education England | - | 3,410 | (3,410) | - |
| L&SC ICS (through the NHS Tech Fund) | - | 197,389 | (197,389) | - |
| Awards4All | - | 6,799 | (6,799) | - |
| Chorley Borough Council | - | 5,000 | (5,000) | - |
| Age UK | - | 144,238 | (144,238) | - |
| Asda (Lancaster) | - | 400 | - | 400 |
| | <u>125,598</u> | <u>660,993</u> | <u>(661,191)</u> | <u>125,400</u> |

Description of restrictions for material funds:

M Bones Legacy

To support older people in the Morecambe area.

AGE UK LANCASHIRE**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2024****25 Restricted funds****(Continued)**

| Previous year: | At 1 April 2022 | Incoming resources | Resources expended | At 31 March 2023 |
|--------------------------------------|----------------------------|-------------------------------|-------------------------------|-----------------------------|
| | £ | £ | £ | £ |
| M Bones Legacy | 120,000 | - | - | 120,000 |
| ELMS | 11,865 | - | (11,865) | - |
| Emergency Winter Fund Age UK | 1,300 | - | (1,300) | - |
| Age UK Friends and Forums | - | 5,050 | (5,050) | - |
| Rossendale Borough Council | - | 180 | (180) | - |
| Age UK | - | 92,941 | (92,941) | - |
| The Neighbourly Foundation Grant | - | 1,662 | (1,662) | - |
| Tesco | - | 1,218 | (620) | 598 |
| Screwfix Foundation | - | 5,000 | - | 5,000 |
| Eric Wright Foundation | - | 40,125 | (40,125) | - |
| Electricity Northwest | - | 6,166 | (6,166) | - |
| The Headley Trust | - | 17,500 | (17,500) | - |
| Independent Age | - | 10,000 | (10,000) | - |
| Armed Forces Covenant Trust | - | 27,128 | (27,128) | - |
| Progress Housing | - | 2,500 | (2,500) | - |
| Evans Cornish Foundation | - | 5,000 | (5,000) | - |
| Chorley Borough Council | - | 7,500 | (7,500) | - |
| Good Things Foundation | - | 2,000 | (2,000) | - |
| Ribble Valley Seniors Forum | - | 1,750 | (1,750) | - |
| Sport England through Age UK | - | 1,473 | (1,473) | - |
| Health Education England | - | 14,063 | (14,063) | - |
| Arts Council | - | 9,710 | (9,710) | - |
| L&SC ICS (through the NHS Tech Fund) | - | 52,117 | (52,117) | - |
| Awards4All | - | 2,257 | (2,257) | - |
| Duchy of Lancaster | - | 1,000 | (1,000) | - |
| LCC | - | 9,232 | (9,232) | - |
| Fylde Borough Council | - | 15,750 | (15,750) | - |
| | <u>133,165</u> | <u>331,322</u> | <u>(338,889)</u> | <u>125,598</u> |

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

26 Endowment funds - Property

These are endowment funds which are material to the charity's activities.

| | At 1 April 2023 £ | Resources expended £ | At 31 March 2024 £ |
|-----------------------|----------------------------------|-------------------------------------|-----------------------------------|
| Donated property | 276,150 | (2,628) | 273,522 |
| Previous year: | At 1 April 2022 £ | Resources expended £ | At 31 March 2023 £ |
| Donated property | 278,778 | (2,628) | 276,150 |

27 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

| | At 1 April 2023 as restated £ | Incoming resources £ | Resources expended £ | Transfers £ | At 31 March 2024 £ |
|---|--|-------------------------------------|---|------------------------|---|
| Investment reserve | 250,000 | - | - | - | 250,000 |
| Funds set aside for Good Day Call services | - | - | - | 15,000 | 15,000 |
| General funds | 814,479 | 4,609,869 | (4,447,626) | (15,000) | 961,722 |
| | <u>1,064,479</u> | <u>4,609,869</u> | <u>(4,447,626)</u> | <u>-</u> | <u>1,226,722</u> |
| Previous year: | At 1 April 2022 as restated £ | Incoming resources £ | Resources expended as restated £ | Transfers £ | At 31 March 2023 as restated £ |
| Investment reserve | - | - | - | 250,000 | 250,000 |
| General funds | 942,679 | 4,571,600 | (4,449,800) | (250,000) | 814,479 |
| | <u>942,679</u> | <u>4,571,600</u> | <u>(4,449,800)</u> | <u>-</u> | <u>1,064,479</u> |

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

28 Analysis of net assets between funds

| | Unrestricted funds | Endowment funds Property | Restricted funds | Total |
|------------------------------|-----------------------|--------------------------------|---------------------|---------------------|
| | 2024 | 2024 | 2024 | 2024 |
| | £ | £ | £ | £ |
| At 31 March 2024: | | | | |
| Tangible assets | 70,081 | 273,522 | - | 343,603 |
| Investments | 262,585 | - | - | 262,585 |
| Current assets/(liabilities) | 894,056 | - | 125,400 | 1,019,456 |
| | <u>1,226,722</u> | <u>273,522</u> | <u>125,400</u> | <u>1,625,644</u> |
| | | | | |
| | Unrestricted funds | Endowment funds Property | Restricted funds | Total |
| | 2023 as restated | 2023 | 2023 | 2023 as restated |
| | £ | £ | £ | £ |
| At 31 March 2023: | | | | |
| Tangible assets | 75,552 | 276,150 | - | 351,702 |
| Investments | 256,937 | - | 6 | 256,943 |
| Current assets/(liabilities) | 731,990 | - | 125,592 | 857,582 |
| | <u>1,064,479</u> | <u>276,150</u> | <u>125,598</u> | <u>1,466,227</u> |

29 Operating lease commitments

Lessee

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 | 144,551 | 151,598 |
| Between two and five years | 187,780 | 312,095 |
| In over five years | 2,000 | 44,422 |
| | <u>334,331</u> | <u>508,115</u> |

30 Related party transactions

There were no disclosable related party transactions during the year (2023: none).

AGE UK LANCASHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

| 31 | Cash generated from operations | 2024 | 2023 |
|----|---|-----------------|------------------|
| | | £ | as restated £ |
| | Surplus for the year | 159,417 | 111,605 |
| | Adjustments for: | | |
| | Investment income recognised in statement of financial activities | (37,601) | (15,920) |
| | Gain on disposal of tangible fixed assets | - | (1,186) |
| | Depreciation and impairment of tangible fixed assets | 25,318 | 23,419 |
| | Movements in working capital: | | |
| | (Increase) in stocks | (5,402) | (3,408) |
| | (Increase)/decrease in debtors | (44,185) | 23,542 |
| | Increase in creditors | 11,339 | 92,747 |
| | (Decrease) in deferred income | (123,514) | (282,551) |
| | Cash absorbed by operations | <u>(14,628)</u> | <u>(51,752)</u> |

32 Analysis of changes in net funds

The charity had no borrowings during the year.