

Age UK Hull Annual report 2021/22

Supporting local people in later life



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Reference and administrative details of the Charity, its trustees and advisers

For the year ended 31 March 2022

Trustees	Chair - Peter Duffield LLB FCA Jayne Mansfield Daniel James Gladstone Jillian Louise Gledhill Michael Johnson
Company registered number	04792749 (England and Wales)
Charity registered number	1101418
Registered office	Silvester House, Silvester Street, The Maltings, Hull, East Yorkshire HU1 3HA
Senior management team	CEO - Pam Davies Services Manager – Cheryl Oakeshott Finance Manager – Jane Lister
Independent auditors	Harris Lacey and Swain, Chartered Accountants and Statutory Auditors, Suite 1, The Riverside Building, Hessle, East Yorkshire HU13 0DZ
Bankers	Bank of Scotland, 33 Old Broad Street, PO Box 100 BX2 1LB
Solicitors	Rollits, Citadel House, High Street, Hull HU1 1QE

Introduction by the Chair

The 2021/22 period proved to be yet another challenging year, but in a very different way to the Covid-19 impacts of the previous 12 months.

Our efforts very much focused upon establishing face-to-face services out in the community, a real change from our pre pandemic centre-based approach. And as they did during the pandemic, the staff team have responded amazingly well.

New service venues in the heart of communities across Hull, and areas of East Riding, were identified and a wide range of needs led services were developed. Face to face preventative day opportunity services resumed, along with home visits providing falls advice and support, welfare and benefits advice, befriending support and other home support services. By the end of the year we had a wide range of activities and services taking place, supporting many older people to remain living independently in their homes and enjoying gratifying later lives.

As can be seen in this report, despite the challenges, Age UK Hull has achieved a great deal, making a significant difference to the lives of older people and those who care for them. As Chair of trustees, I know that I speak on behalf of the wider Board in recognising and applauding the dedication and commitment of the Age UK Hull staff team in achieving the successes the charity has this year.

Finally, as 2021/22 ended we said farewell to CEO Pam Davies as she left to pursue other challenges and shortly afterwards, we welcomed Andy Haynes as new CEO.

Our thanks go to all of our supporters, partners, financial investors, my fellow trustees and in particular our dedicated staff team. Age UK Hull is very much looking forward to the future and successfully building upon what has been achieved in 2021/22.



Peter Duffield

Chair

Trustees' report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2020 to 31 March 2021.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees. In 2020/21, the full Board met 9 times. Due to on-going impacts of the Covid pandemic, all meetings in the year were held online.





Needs

Age UK (Age UK Hull national partner) recently produced a report titled **“Estimating need in older people”**. This older person focused nationwide piece of research identified that **72% of older people**, aged 65yrs+ **faced at least one of six core issues:**



Ill health



Poverty



Care and support needs



Loneliness



Social isolation



Poor housing

For Hull, this equates to over 20,000 older people and across East Riding it is over 250,000 older people managing one or more of these key areas of need.

Objectives and activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to setting objectives and planning for activities. The Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Our vision is:

"For all older people to live gratifying independent later lives"

Our mission in pursuing that vision is to:

"Ensure that older people get the services and support they need where and when they need them."

We believe in a holistic, person centred approach, supporting older people to achieve their own needs and wants, and empowering them to maintain their independence. We do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

The Trustees' report below details how these objectives were achieved in 2021/22, through the provision of our charitable services, which we are continuing to deliver during 2022/23.

Achievements and performance

2021/22 remained a challenging year as we dealt with the lingering effects and impacts of the Covid-19 pandemic, along with establishing a more community-based service delivery model across Hull and East Riding.

Yet we were able to achieve much.

Responded to
5605
calls.



We have helped people gain access to **£1,182,197** in benefits

We have undertaken **3012** calls to our most vulnerable users providing specific support.



We are extremely grateful for **97** new volunteers to support us with our service delivery.



which will improve their lives and enable them to continue to live independently in the community.

We have made
11,434
wellbeing calls to vulnerable older people.



“ We have provided **6656** people with valuable information and advice. ”

Befriending Service

Our Befriending service aims to reduce loneliness for people aged 50 or over, by providing a regular telephone call or home visit to support people in the comfort of their own home. The simple act of a regular spoken call or in person visit significantly reduce the feelings of social isolation and loneliness many older people experience.

Volunteers make a regular telephone call or visit, enabling the older person to enjoy general conversation on subjects that interest them. Our trained volunteers are matched to the service users' needs/interests and receive training and support on befriending and listening skills.

176 individuals have received support over the last 12 months

- 35 received a weekly home visit from a member of our volunteer befriending team (over 1,500 home visits conducted in 21/22).
- 141 received a weekly telephone call from a member of our volunteer befriending team (over 6,700 befriending calls conducted in 21/22).

A total of 74 volunteers were involved in Befriending visits and calls.

Age UK Hull also reviewed and evaluated the service as part of our annual quality assurance and service users feedback activity – this work identified a range of other outcomes achieve through the Befriending service:

Initial and ongoing contact was handled well?

Agree Strongly agree



Ongoing contact was at the right level?

Disagree Agree Strongly agree



This affected a small number of service users and upon investigation they simply wanted more befriending contact. Also, many often wanted home visits rather than just tele-befriending. However limited resources (financial and operational) prevented us from doing more – there is a clear an unmet need/pent up demand for home visiting and befrienders to accompany service users to important

appointments (hospital/health provision) and more social activities e.g. a simple trip out to the shops (here we refer to our volunteer provision in Age UK Hull and our Home Support service).

Was the match they had been offered a good one for them?

Disagree Agree Strongly agree



Upon further investigation, it was the initial match that wasn't a good fit, but the 2nd (and occasionally the 3rd) match saw a successful match.

Befriendees, service users being supported, were asked their views of the impact of befriending on themselves:

I have increased confidence

Agree Strongly agree



I have increased self-esteem

Agree Strongly agree



As a result of meeting my befriender I feel more positive

Agree Strongly agree



As a result of meeting my befriender I feel more relaxed and confident about speaking to people

Agree Strongly agree



As a result of meeting my befriender I have more people and activities in my life

Agree Strongly agree



As a result of meeting my befriender I feel more motivated

Agree Strongly agree



The final question asked for any other comments, with the responses being overwhelmingly positive, and they could all be summarised by stating:

“Befriendees stressed the importance of the service in their lives and the difference it has made for them.”

Befriending Service

Case Study 1

About the person

Mr XXXX is a 95 year old Veteran who has lived through 2 world wars. He lives alone after his wife passed away following over 60 years of happy marriage. He misses her terribly and they both had a great love of fell walking which he misses His only son lives in Australia and hadn't visited him for a number of years. His job was in electronics in the shipping industry after the war.

What was the situation?

Mr XXXX is a 95 year old Veteran who has lived through 2 world wars. He lives alone after his wife passed away following over 60 years of happy marriage. He misses her terribly and they both had a great love of fell walking which he misses His only son lives in Australia and hadn't visited him for a number of years. His job was in electronics in the shipping industry after the war.

What did Age UK Hull do to make a difference?

After the initial telephone call with Mr XXXXXX it was fairly obvious that he was very lonely and isolated and the need for a home visiting befriender was important. Although we had a shortage of volunteers living in the area he lived we contacted an existing volunteer to see if it was something she could help with. She agreed immediately and an initial first visit was set up fairly quickly with Mr XXXX. On this first visit he told us his life story from where he was brought up as a child, meeting his wife at an early age, going to war then returning to civilian life as a family. He talked for over 2 hours which showed how little interaction he had had and how he needed to chat and have someone to listen to him. The volunteer visited regularly twice a week spending over an hour on each visit. The following month Mr XXXX picked up a stomach infection and became very unwell and dehydrated, a situation we noticed and helped ensure support was provided, and he was admitted into hospital and as he was so frail and weak was in for some time.



Whilst there his befriending volunteer visited him keeping up the contact and checking on him which he really appreciated. Once home with the befrienders support he eventually managed to get daily carers in place which meant he could stay in his own home.

What outcomes were achieved?

With his befrienders help he has also managed to master Skype so he can now communicate with his Son in Australia and see him. This has now benefited Mr XXXX and his befriender as they can now communicate by Skype.

Quotes / feedback

- 'He's a bit of a character and I don't think there has been any visits recently where we haven't found something to laugh about'
- 'I talk to Sharon on Skype'
- 'She's a very wide awake lady'
- 'We have a good giggle about all sorts of things'
- 'I Skype with Mr XXXX twice a week for about an hour and a half, he is managing OK and enjoys our time together (as do I)'

Befriending Service

Case Study 2

About the person

A 75-year-old female living with dementia living on her own supported by her Daughter on a daily basis. Married for many years until her Husband passed away and it was soon after Mrs XXXX started to experience forgetfulness and within a year she was diagnosed with dementia. The Daughter states she always felt her Mother would have dementia in older life as this was genetic through her Mother's family, and thinks that this was brought on after the shock of her Father/Husband passing after caring for him in ill health until the end. Mrs XXXX also suffers with epilepsy, but this is controlled with medication.

What was the situation?

Mrs XXXX was referred to Age UK Hull Befriending Services by a Community Programme Co-Ordinator from MHA Live at Home. Mrs XXXX was deteriorating in her dementia and this was not helped by not being able to go out on her own. She was low in mood and experiencing feelings of isolation and loneliness.

During the start of the pandemic, she had a regular weekly telephone call from a Volunteer.

Mrs XXXX's Daughter telephoned Befriending Co-Ordinator Age UK Hull Ingram in March 2022 as she was beside herself with the deterioration of her Mother's dementia, low in mood and experiencing isolation and loneliness to the point her Mother was calling the daughter up to ten times a day and at night. The Daughter explained her Mother was always in tears, not always understanding and she felt the pandemic and lock downs contributed to the deterioration in her Mother. The Daughter stated she was supported by the Alzheimer's Society and they said the pandemic has been a huge impact on those living with dementia. Was there anything Age UK Hull could do?



What did Age UK Hull and East Riding do to make a difference?

Fortunately, a previous Befriending Volunteer had just returned back to her Volunteer role following the birth of baby was still on maternity leave from her job. She was an experienced telephone and home visiting Befriender and Age UK Hull contacted the Daughter of the client who was very excited about the befriender visiting.

What outcomes were achieved?

On the first visit, the Daughter introduced the befriender to her Mother. Normally this would have been done by the Befriending Co-Ordinator, but thinking Mrs XXXX could be overwhelmed on this first visit by having everyone there, and as XXXX was an experienced Volunteer, it was left to the Daughter and XXXX to make the introductions.

The visits continued weekly. As a result of this the telephone calls became less frequent to the Daughter. Mrs XXXX improved, no longer experienced low in mood and was more content at home.

Quotes / feedback

The Daughter has stated that when the befriender went on holiday for three weeks, soon after her Mother started to get low in mood again and the Daughter experienced an increase in telephone calls again with her Mother in tears. As soon as the befriender returned from their holiday, the Daughter had less calls and her Mother picked up again in mood. The Daughter also says it is a welcome relief for her knowing her Mum is safe with the experience the befriender has got.

Day Opportunities – Positive Activities

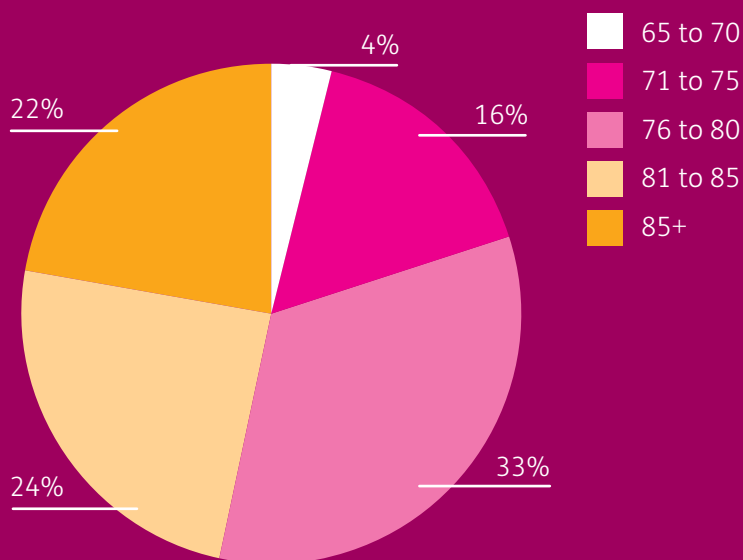
Our Positive Activities strand of service delivery focuses upon supporting older people to engage in meaningful activities that tackle isolation and focus upon providing preventative advice and support.

Preventative Day Opportunities Services are a core crucial service in supporting vulnerable older people across Hull and East Riding. It provides day opportunities and services for vulnerable older people, which not only gives them a focus and opportunities for socialisation, but also provides a variety of lower-level activities, in particular mental and physical stimulation which are major contributors to preventing older people entering points of crisis and needing more intensive services.

And where older people have needed more intensive services from adult social care or health services, the Preventative Day Opportunities Service provides a range of support activities that complement and further shorten service user rehabilitation timescales or prevent relapses or the worsening of conditions.

- **178 - individual service users have accessed the provision over the last 12 months.**
- **138 - average weekly attendance at day services**

Age range of Preventative Day Opportunities Service users:



67 yrs

Youngest Preventative Day Opportunities Service user

100 yrs

Oldest Preventative Day Opportunities Service user

80.1 yrs

Average age of Preventative Day Opportunities Service user

All of the Preventative Day Opportunities Services are designed and focused upon the needs of the older person, ensuring that they don't become dependent upon any Age UK Hull provision or that provided by other agencies. The focus is very much upon enabling older people to remain independent, be supported where they need it to access lower-level support which is vital in preventing any issues occurring in the first instance or worsening.

Attending any of the day services groups, you will hear attendee's comment:

“This is the only thing that got me out after Covid-19 – and it gave me the confidence to then go on and do other things – if I hadn't had this then I may well have just carried on staying in, and I dread to think how much more lonely I might have become.”

Age UK Hull also reviewed and evaluated the service as part of our annual quality assurance and service users feedback activity.

Preventative Day Opportunities service users were asked their views of the impact of the day services they access upon themselves:

On a scale of 1 to 10 (10 being the highest) how lonely or isolated did you feel before attending Age UK Hull Preventative Day Opportunities Services?

■ Quite a lot ■ Extremely



The average score for all respondents was **7.8**.

On a scale of 1 to 10 (10 being the highest) how lonely or isolated do you feel since attending Age UK Hull Preventative Day Opportunities Services?

■ A little ■ Not much at all



The average score for all respondents was **4.6**.

On a scale of 1 to 10 (10 being a lot) how have you found that attending an Age UK Preventative Day Opportunities Services has helped to improve your confidence and wellbeing?

■ Quite a bit ■ A lot



The average score for all respondents was **8.3**.





Walking football

Towards the end of 2021/22 we launched the Age UK Hull Walking Football programme. It gives anyone, regardless of previous football experience, the opportunity to improve fitness and mobility, instead of staying home.

It's football, but without all the sprinting, running and jogging. It's safer, with no heading or clashes and tackling only with reduced contact. It makes the Age UK Hull Walking Football programme the fun and easy way for people to return to football or discover playing for the first time. Attendees make new friends, socialise together, and become part of something good.

Whilst there's the game, there's obviously everything else around the game. The laugh, the post-match drink and chat about the game, or anything else service users fancy.

Weekly sessions have been started at 3 community venues across Hull and East Riding, and during 2021/22 we delivered:

- **32 sessions**
- **Total of 242 participants**

Of those 242 participants we supported:

18%

of people sustained their usual level of activity

25%

of people increased their activity from 1 day a week to 2 days a week

38%

of people increased their activity from 2 days a week to 3 days a week

9%

of people increased their activity from 3 days a week to 4-7 days a week

The Walking Football programme is scheduled to run throughout 2022/23 and we are encouraged by the start that has been made.

Positive Activities

Case Study 1

Background

An 88 yr old woman with dementia who has been an Age UK Hull client for a number years, developing dementia during her time as a service user with us. More recently her mobility began to deteriorate, leading to increased isolation/loneliness which also contributed to a worsening of her dementia, and managing in her home environment was becoming increasingly problematic. Her family all work full-time and were unable to provide the care and support needed.



What we found

Reduced mobility, high risk of a fall	Referred to Age UK Hull Falls team. After a home visit handrails and walking aids were fitted by partner agencies.
Potential fire hazards	Age UK Hull team also referred the client to the local fire service. They swiftly made a home visit, giving the service user advice and information and smoke/fire alarms were fitted.
Unable to keep a home clean and a healthy living space	The Age UK Hull Home Support team visit on a weekly basis providing assistance with cleaning, changing bed linen, laundry and other household tasks.
Difficulty in preparing meals	Age UK Hull Information and Advice team provided details about appropriate home catering services and the service user is now able to access regular health meals.

Case Study 2

Mr XXXX, social group attendee recently brought into conversation that he had fallen when he was in the shower, he was on the floor and unable to get up for 45 minutes. From the conversation we referred him to the Age UK Hull Falls Department.

A member of our falls team contacted him and after a discussion with Mr XXXX we helped refer him to other organisations for further support. What did become apparent is Mr XXXX was actually wearing his Lifeline at the time around his neck but did not think to press it. After a simple chat between us and his friends Mr XXXX will get a wrist strap for his Lifeline as it will be easier to press it from his wrist.



Falls Support and Prevention Services

Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.



Most falls don't result in serious injury. However, there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn and feel as if they've lost their independence.

The Age UK Hull Falls Support and Prevention team can visit people in their homes, carrying out holistic risk assessments to identify any potential risks in the home as well as offer advice on how to prevent any further falls occurring. Our team also goes out into the community and offer information and advice to social groups as well as other professionals working in Health and Social Care.

In 2021/22 - Falls Support and Prevention Services:



74

Total referrals received



31

Telephone assessments/information



56

Home visits and falls assessments undertaken



19

Fall awareness talks/presentations delivered



217

People attended falls awareness sessions/presentations



132

Referrals were made to 16 other agencies

Age UK Hull also reviewed and evaluated the Falls Support and Prevention Services as part of our annual quality assurance and service users feedback activity. Falls Support and Prevention Service users were asked their views of the impact of the services:

On a scale of 1 to 10 (10 being the highest) how confident did you feel about moving about your home before receiving support from Age UK Hull Falls Support and Prevention Services:

Ok, but worry Not much at all



The average score for all respondents was **4.6**.

On a scale of 1 to 10 (10 being the highest) how confident did you feel after receiving support from Age UK Hull Falls Support and Prevention Services?

A little more confident Far more confident



The average score for all respondents was **7.8**.

On a scale of 1 to 10 (10 being a lot) how have you found that receiving support from Age UK Falls Support and Prevention Services has helped to improve your confidence and ability to get and out more?

Quite a bit A lot



The average score for all respondents was **8.5**.



Falls Support and Prevention Services

Case Study 1

About the person

Mr XXXX is a Veteran and is aged 88. He lived alone in a private rented house where he had lived in most of his adult life. Until recently he had been very independent, but recent falls and failing health had affected both his confidence and mobility.

He had regular contact with both his daughters, however the younger daughter who lived nearby struggled to assist him due to her own disabilities and the eldest daughter works fulltime.

What was the situation?

The eldest daughter contacted the local Age UK office after she returned from Australia to visit family for Christmas. She explained that there had been a noticeable decline in her father's health, and he had also admitted to falling again.

Due to the Christmas period the family had been unable to get any help from his GP practice, so she contacted Social Services on arrival at her father's home on 03/01/22. They explained it would be at least a week before anyone could attend, so she rang our office the same day after consulting with family. When she was subsequently put through to me, she was very upset. She specified that as well as falling again that morning, it appeared he hadn't washed and had soiled himself. He told her he hadn't eaten properly or even made it up to his bed over the last couple of days either.

What did Age UK Hull and East Riding do to make a difference?

I explained I was able to attend that day and proceeded to speak to him to enable me to get his consent and arrange a time suitable to them both.

On arrival I explained I was there to help him stay safe within his home though Falls Prevention information and also refer him onto other relevant services for further intervention if appropriate. It was obvious he was struggling with his mobility and had a cut near his right eye.



When I asked him how he was, he continued to tell me that he had used the television to steady himself and had fallen onto the mantelpiece.

After initial discussions around Falls Prevention, he wanted to demonstrate how he was still mobile within the home and so began using an office chair to wheel himself around the living room. Whilst doing so he kept bumping into things and had particular difficulty in going through to the kitchen. Therefore, he got onto his hands and knees and crawled through the door. His daughter was concerned, as it became apparent that he perhaps he hadn't left the living room for a few days. However, he made it clear that he still wanted to remain in the home he had shared with his wife, so we completed relevant paperwork for a referral to CHCP for a full falls assessment to help with this.

I then discussed with him about managing short term and suggested that perhaps I could contact Social Services on their behalf, to see if an earlier visit could be arranged. He then became upset and said he was in fact struggling and was unable to cope but hadn't wanted to worry his family over Christmas. He then agreed with his daughter that I could contact them.

After receiving his consent, I immediately returned to the office and rang through the 'See & Solve' system and also processed the CHCP falls referral in case this was still required.



Falls Support and Prevention Services

Case Study 1 cont.

What outcomes were achieved?

After contacting his daughter for a courtesy follow up call, she explained that Social Services had actually visited Mr XXXX the next morning. She described how they had arranged an emergency GP visit which subsequently resulted into hospitalisation, due to him having 3 spinal compressions. This could explain his lack of mobility at the time. He is now in respite care at a nearby residential home and is continually improving. The family will contact CHCP again with regards a full falls assessment, if and when Mr XXXX moves back to his home.

Quotes / feedback

His daughter went onto say she was glad that she contacted Age UK Hull and was subsequently put through to Falls Prevention. She stated that not only had it had been dealt with quickly, but the visit had also influenced her father to get help, which initially he was unwilling to do.

Information and Advice Service

Age UK Hull offers a free Information & Advice Service. The service is a quality-accredited, free and confidential service for people aged over 50, their families and their carers.

Our advisers are trained to help with almost any issue faced by people over 50 with some of our most popular information and advice requests relating to:

- Benefits checks
- Consumer advice
- Housing support and advice
- Non-residential and residential care
- Caring benefits/support
- Money matters
- Legal matters
- Health and disability support & advice

Age UK Hull Information and Advice Services can be accessed via a number of routes and as 2021/22 progressed and face to face services resumed the team were increasingly proactive in getting out into the community to promote our services and raise awareness.

A summary of 2021/22 information and advice service KPI's are as below:



As a result of this activity a total of £1,182,197 of additional benefit income was secured during 2021/22 for the most vulnerable older residents of Hull and East Riding.

This additional income is used directly by service users to manage their care and support needs, and as a result a high percentage of them are able to remain living independent and sustainable lives in the community.

Information and Advice

Case Study 1

It was brought to our attention that Mr XXXX, a social group attendee, had been befriended by a lady who was unfortunately a drug addict, she unfortunately used to play him just to take his money. We have worked with local PCSOs and Mr XXXX's daughter to support him and reduce the risk to him. The local PCSOs regularly visit him to make sure he is ok, and his daughter now has control of his money so nothing like this can happen again.



Case Study 2

Mr XXXX, aged 75 contacted Age UK Hull because he had a faulty water pump which affected his heating system and had a cold home and he has had it in for the past 37 years. He had tried to get help from the Council to get it fixed and was getting nowhere. We contacted the Warm Home Team to get a grant to replace the water pump and radiators. The Warm Home Team replaced the water pump and the radiators. The client is very happy and said he would not have been able to do it without our help. He said it was the best Christmas present he has ever had and thanked Age UK Hull for our support.



Case Study 3

Mr XXXX aged 86 and his wife who is aged 82 contacted Age UK Hull for benefit advice. His wife was already getting the high rate of attendance allowance and Mr XXXX was looking after her. Age UK Hull carried out a benefit check and found that Mr XXXX was also entitled to attendance allowance because he also has health problems. We helped him apply for this and he was awarded the high rate of attendance allowance at £92.40 a week. After updating the previous benefit check we applied for carers allowance for them looking after each other and they were then awarded an extra £38.27 a week pension credit and the council tax £18.08 a week.

They are better off by £148.75 a week. They are also entitled to a free TV license and help with health costs as well and they received the cost-of-living payments as well. They said they were very glad they came to Age UK Hull for advice, because it has given them the extra money that they need to pay the bills with everything going up in price.



Home Support Service

The Age UK Hull Home Support Service provides an independent not for profit service to help people in Hull and East Riding to live independently in their home.

As people get older, it can sometimes become harder to keep on top of some tasks around the home. Our Home Support Service provides a flexible, fully trained personal assistant to help service users and their carers with a variety of day-to-day tasks.

During 2021/22 our services focused upon cleaning and being a friendly face supporting people with everyday household tasks.

Our Home Support Service begins with a free (no obligation) initial assessment, often including a benefits check to help ensure service users are claiming the benefits they are entitled to. The Home Support Service is a paid-for service, and over the years, our hundreds of customers have told us that they really value the service because:

- We provide a full hour's service, and don't take time off for travelling.
- All of our Home Support workers are fully trained, and DBS checked.
- We aim to provide the same Home Support worker every time, as often as we can so that you can expect to see the same friendly face and really get to know your support worker.
- As a charity, we don't make a profit. Any small surplus goes back into providing free services for older people across Hull and East Riding.
- Our service complements other care services really well.
- Whilst a not profit activity, any Home Support Service financial surpluses are immediately re-invested to support the wider work for Age UK Hull.

During 2021/22 the Home Support Service we:

- **Worked with 90 clients**
- **Delivered 3715 hours of support**

As face-to-face services developed throughout 2021/22 the Home Support Service began to identify other support needs, the trialling of which was explored and will be developed into the future:



Shopping



Laundry



Preparing meals



Gardening



Attending hospital/GP appointments



Digital support e.g. Skyping family



Socialising



Correspondence



Support with finances

2021/22 – service user feedback



“ When my mum passed away three years ago, dad became very lonely and extremely isolated, especially through the pandemic. We were always trying to persuade dad to attend a Social Group, he finally attended an Age UK Hull group and enjoyed it straight away. He loves the company, the quizzes and the Bingo. Him and my mum used to love bingo and quizzes, she would buy all the magazines and they would do the puzzles together! Since he started attending his confidence has increased no end. He has made lots of new friends and they often chat about my mum with him too.

The daughter of one of our social group attendees

“ The best thing about the group I attend is meeting new people. We all get on well together like a little family. I enjoy all the quizzes, it keeps my mind ticking over, If I didn't have the club, I would feel isolated again.

Mrs XXXX

“ One weekend, a group of us who usually attend one of the social groups, organised going to a craft fayre and then afterwards we all went back to Ethels house for a mini afternoon tea with scones she had made herself that morning. It's so good to get out and about with other people, something I wouldn't have done if I had been on my own.

Partnership working

Partnership working is central to our mission of **ensuring that older people get the support and services they need where and when they need them.**

We work collaboratively with a wide range of partners, to ensure that older people can access the help they need, delivering services together and also referring and accepting referrals for support.

We are constantly striving to ensure we develop strong and healthy partnerships across Hull and East Yorkshire and will particularly focus upon this during next year (2022/23).

We are very grateful to all our partners, some of whom have commented upon the nature and effectiveness of our joint work.

“ Age UK Hull Community Teams play an essential role across the city of Hull, building a friendly and trusting partnership with local organisations and communities. This partnership makes clear communication possible between ourselves at Healthwatch Hull and the social groups hosted by Age UK’s Community Teams. Social groups are fundamental to the way in which we operate our engagement, communications and daily activities, allowing us access to the local community in a safe and professional manner for both ourselves and local residents.

As an independent champion, Healthwatch listen and promote the experiences and views of local people using health and social care services which we feed back to care providers. The social groups hosted by Age UK are a great source of support and advice to its attendees, allowing organisation’s such as ourselves to offer our important services, guidance and support with health and social care related issues.

Our extremely valuable partnership is also reflected online, using our media and communications presence and multiple social media platforms to promote essential information.

Healthwatch Hull

“ The fallout of the Covid-19 pandemic demonstrated the sheer increased rates of loneliness and isolation amongst older people within our community. Thankfully, we joined forces with the fantastic people at Age UK Hull establish a new project called ‘Our Best Years’, which has played an integral role in tackling loneliness and isolation head on. Age UK Hull have been excellent in their enterprising approach to the project, broaching new ideas to make sessions more engaging, thus attracting more people to attend.

Ultimately, we now have a project that offers inclusive physical activity and social development opportunities such as arts and crafts, music, poetry reading, bingo, quizzes and reminiscence with ex-players.

Hull FC Community Foundation

“ I would like to thank the Age UK Hull Benefits Advice team for their continued support for our unpaid carers, who we refer to them for benefit advice. I have received numerous reports on how helpful, personable and thorough they have been with unpaid carers on ensuring that they are well equipped to apply for any benefits and saving them time from trying to understand the, quite often, difficult processes that this entails. ”

Carers Information and Support Service (CHCP)

“ Referring to Age UK Hull has been really useful due to the high demands of internal NHS/health care services.

Julie, part of the falls team, has been great to plan home visits, assess and signpost when required. It has been a great service to refer to reduce waiting times, improve patient care and great communication via email. ”

City Health Care Partnership - Hull

“ Thank you so much for all the support with benefit advice that you have given me in my role as a Support Worker here at the Alzheimer's Society.

Your advice and information has been very valuable to helping me support my service users. I refer people to you, and their feedback to your telephone calls has been amazing they have said you have supported them with all their benefit applications and given you fabulous feedback on the service that you have given them.

Alzheimer's Society UK

“ Age UK Hull do a wonderful job in supporting older people with advice and guidance when help is needed, particularly in relation to DWP benefits and entitlement questions. The claim help service has proved invaluable in getting older people the financial assistance they need, especially with rising living costs being a key issue and concern right now. ”

DWP

Funding our services

Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Hull and the surrounding areas.



Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 22nd December 2022 and signed on the board's behalf by:

Peter David Duffield LLB FCA

Trustee

Report of the Independent Auditors to the Trustees of Age UK Hull

Opinion

We have audited the financial statements of Age UK Hull (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events

or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

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

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or

- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

Audit response to risks identified

- the nature of the industry and sector, control environment and business performance including key drivers for directors' remuneration, bonus levels and performance targets
- results of our enquiries of management and their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the companies' documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team including regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in relation to revenue deferrals. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act, UK Corporate Governance Code and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate or to avoid a material penalty.

Audit response to risks identified

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance
- obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of tax provisions; and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

For and on behalf of Harris Lacey and Swain
Chartered Accountants and Statutory Auditors

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Date: 22nd December 2022

Statement of financial activities

For the year ended 31 March 2022

		2022	2021		
	Unrestricted funds	Restricted funds	Total funds		
Note	£	£	£		
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	537,033	10,000	547,033	454,136
Other trading activities	4	-	-	-	23,218
Other income		494	-	494	60,804
Total		<u>537,527</u>	<u>10,000</u>	<u>547,527</u>	<u>538,158</u>
EXPENDITURE ON					
Raising funds	5	-	-	-	83
Charitable activities	6				
Charitable activities		385,028	33,226	418,255	493,958
Total		<u>385,028</u>	<u>33,226</u>	<u>418,255</u>	<u>494,041</u>
NET INCOME / (EXPENDITURE)					
		152,498	(23,226)	129,272	44,117
Transfers between funds	18	9,067	(9,067)	-	-
Net movement in funds		161,565	(32,293)	129,272	44,117
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>645,132</u>	<u>32,293</u>	<u>677,425</u>	<u>633,308</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>806,697</u></u>	<u><u>-</u></u>	<u><u>806,697</u></u>	<u><u>677,425</u></u>

Balance sheet

For the year ended 31 March 2022

		2022	2021
	Unrestricted funds	Restricted funds	Total funds
Note	£	£	£
FIXED ASSETS			
Tangible assets	12	23,367	26,630
Investments	13	115	115
		<u>23,482</u>	<u>26,745</u>
CURRENT ASSETS			
Debtors	14	171,273	33,330
Cash at bank and in hand		719,678	724,442
		<u>890,951</u>	<u>757,772</u>
CREDITORS			
Amounts falling due within one year	15	(37,980)	(26,083)
		<u>852,971</u>	<u>731,689</u>
NET CURRENT ASSETS			
		<u>876,453</u>	<u>758,434</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
CREDITORS			
Amounts falling due after more than one year	16	(69,756)	(81,009)
		<u>806,697</u>	<u>677,425</u>
NET ASSETS			
FUNDS			
Unrestricted funds	18		806,697
Restricted funds			645,132
			<u>-</u>
			<u>32,293</u>
TOTAL FUNDS			
			<u>806,697</u>
			<u>677,425</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 22nd December 2022 and were signed on its behalf by:

Peter David Duffield LLB FCA

Trustee

Cash flow statement

For the year ended 31 March 2022

	2022	2021
Note	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash generated from operations	7,622	300,759
Interest paid	(747)	(1,961)
	<u>6,875</u>	<u>298,798</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible fixed assets	(386)	(11,407)
Sale of tangible fixed assets	-	700,000
	<u>(386)</u>	<u>688,593</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Loan repayments in year	(12,000)	(317,600)
Loan interest	747	1,703
	<u>(11,253)</u>	<u>(315,897)</u>
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD	(4,764)	671,494
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD	<u>724,442</u>	<u>52,948</u>
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD	<u><u>719,678</u></u>	<u><u>724,442</u></u>

Notes to the cash flow statement

For the year ended 31 March 2022

1. Reconciliation of net income to net cash flow from operating activities

	2022	2021
	£	£
NET INCOME FOR THE REPORTING PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)	129,272	44,117
Adjustments for:		
Depreciation charges	3,649	3,204
Interest paid	747	1,961
(Increase)/decrease in debtors	(137,943)	321,485
Increase/(decrease) in creditors	11,897	(70,008)
	<u>7,622</u>	<u>300,759</u>
Net cash provided by operations	<u>7,622</u>	<u>300,759</u>

2. Analysis of changes in net funds

	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
NET CASH			
Cash at bank and in hand	724,442	(4,764)	719,678
	<u>724,442</u>	<u>(4,764)</u>	<u>719,678</u>
DEBT			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	(81,009)	11,253	(69,756)
	<u>(93,009)</u>	<u>11,253</u>	<u>(81,756)</u>
Total	<u>631,433</u>	<u>6,489</u>	<u>637,922</u>

Notes to the financial statements

For the year ended 31 March 2022

1. Subsidiary companies

Age UK Hull holds 1 share in Age UK Hull and East Riding.

2. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of a revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation

can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 10% on cost

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

Financial instruments

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

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

3. Donations and legacies

	2022	2021
	£	£
Gifts	104,802	13,837
Donations	14,094	47,327
Legacies	175,283	8,913
Grants	252,854	384,059
	<u>547,033</u>	<u>454,136</u>

Grants in the year included above are as follows:

	£
Community Service	162,417
Age UK TAM Exit Grant	50,073
Grants - other	11,501
HMRC Gift Aid	108
NHS CCG	21,255
Walking Football	7,500
	<u>252,854</u>

4. Other trading activities

	2022	2021
	£	£
Shop income	-	37
Home Support - private clients	-	23,090
Sundry income	-	1
Wheelchair hire	-	90
	<u>-</u>	<u>23,218</u>

5. Raising funds

	2022	2021
	£	£
Other trading activities		
Purchases	-	83
	<u>-</u>	<u>83</u>

6. Charitable activities costs

	Direct costs	Support costs (see note 7)	Totals
	£	£	£
Charitable activities	<u>333,090</u>	<u>85,165</u>	<u>418,255</u>

7. Support costs

	Management	Finance	Governance costs	Totals
	£	£	£	£
Charitable activities	<u>78,818</u>	<u>747</u>	<u>5,600</u>	<u>85,165</u>

8. Net income/(expenditure)

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

	2022	2021
	£	£
Auditors' remuneration	3,000	9,090
Depreciation - owned assets	3,649	24,310

9. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. Staff costs

No employee was paid in excess of £60,000 per annum in 2021 or in 2020.

11. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	302,732	151,404	454,136
Other trading activities	23,218	-	23,218
Other income	60,804	-	60,804
Total	<u>386,754</u>	<u>151,404</u>	<u>538,158</u>
EXPENDITURE ON			
Raising funds	-	83	83
Charitable activities			
Charitable activities	353,023	140,935	493,958
Total	<u>353,023</u>	<u>141,018</u>	<u>494,041</u>
NET INCOME			
	33,731	10,386	44,117
Transfers between funds	291,094	(291,094)	-
Net movement in funds	324,825	(280,708)	44,117
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>320,306</u>	<u>313,002</u>	<u>633,308</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>645,131</u></u>	<u><u>32,294</u></u>	<u><u>677,425</u></u>

12. Tangible fixed assets

	General equipment £	Fixtures and fittings £	Totals £
COST			
At 1 April 2021	36,111	30,396	66,507
Additions	386	-	386
At 31 March 2022	<u>36,497</u>	<u>30,396</u>	<u>66,893</u>
DEPRECIATION			
At 1 April 2021	9,481	30,396	39,877
Charge for year	3,649	-	3,649
At 31 March 2022	<u>13,130</u>	<u>30,396</u>	<u>43,526</u>
NET BOOK VALUE			
At 31 March 2022	<u>23,367</u>	-	<u>23,367</u>
At 31 March 2021	<u>26,630</u>	-	<u>26,630</u>

Land and buildings were held on a long leasehold of 125 years.

13. Fixed asset investments

	Listed investments £
MARKET VALUE	
At 1 April 2021 and 31 March 2022	<u>115</u>
NET BOOK VALUE	
At 31 March 2022	<u>115</u>
At 31 March 2021	<u>115</u>

There were no investment assets outside the UK.

14. Debtors: amounts falling due within one year

	2022 £	2021 £
Trade debtors	9,160	12,185
Prepayments and accrued income	160,340	21,145
Other debtors	<u>1,773</u>	-
	<u>171,273</u>	<u>33,330</u>

15. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other loans (see note 17)	12,000	12,000
Trade creditors	2,039	739
Social security and other taxes	4,979	5,226
Other creditors	2,100	-
Hull and East Riding Trading Ltd	-	(13,840)
Accruals and deferred income	16,862	21,958
	<u>37,980</u>	<u>26,083</u>

Other loans comprises a loan from Hull City Council. An amount of £12,000 is repayable within 12 months and £69,756 is repayable after more than the year.

16. Creditors: amounts falling due after more than one year

	2022	2021
	£	£
Other loans (see note 17)	<u>69,756</u>	<u>81,009</u>

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The amount is repayable at £12,000 per annum and will be wholly repaid by 31 March 2029.

17. Loans

An analysis of the maturity of loans is given below:

	2022	2021
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>12,000</u>	<u>12,000</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>24,000</u>	<u>24,000</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>45,756</u>	<u>57,009</u>

18. Movement in funds

	At 1/4/21	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	305,455	152,543	348,699	806,697
Advocacy	2,923	2,726	(5,649)	-
Day Opportunities	5,775	1,630	(7,405)	-
Home Support	-	(10,610)	10,610	-
Benefits Advice	-	1,574	(1,574)	-
Falls Prevention	32,213	4,795	(37,008)	-
NHS Hull CCG	-	4,079	(4,079)	-
East Riding	298,766	(11,821)	(286,945)	-
The Francis and Cyril Bibby Trust	-	97	(97)	-
Walking Football	-	7,820	(7,820)	-
Lottery Funding 70th Party	-	(335)	335	-
	<u>645,132</u>	<u>152,498</u>	<u>9,067</u>	<u>806,697</u>
RESTRICTED FUNDS				
Two Ridings	376	(512)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	23,437	(18,771)	(4,666)	-
Age UK COVID 19 Emergency Activities	3,943	(3,943)	-	-
	<u>32,293</u>	<u>(23,226)</u>	<u>(9,067)</u>	<u>-</u>
TOTAL FUNDS	<u><u>677,425</u></u>	<u><u>129,272</u></u>	<u><u>-</u></u>	<u><u>806,697</u></u>

18. Movement in funds – continued

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	262,905	(110,362)	152,543
Advocacy	36,000	(33,274)	2,726
Day Opportunities	40,072	(38,442)	1,630
Home Support	70,926	(81,536)	(10,610)
Benefits Advice	29,588	(28,014)	1,574
Falls Prevention	49,061	(44,266)	4,795
NHS Hull CCG	24,388	(20,309)	4,079
East Riding	(1)	(11,820)	(11,821)
The Francis and Cyril Bibby Trust	300	(203)	97
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	8,452	(632)	7,820
North Bank Forum Self Isolation Award	15,000	(15,000)	-
Lottery Funding 70th Party	-	(335)	(335)
	<u>537,527</u>	<u>(385,029)</u>	<u>152,498</u>
RESTRICTED FUNDS			
Two Ridings	9,999	(10,511)	(512)
Age UK Lottery	1	(18,772)	(18,771)
Age UK COVID 19 Emergency Activities	-	(3,943)	(3,943)
	<u>10,000</u>	<u>(33,226)</u>	<u>(23,226)</u>
TOTAL FUNDS	<u><u>547,527</u></u>	<u><u>(418,255)</u></u>	<u><u>129,272</u></u>

18. Movement in funds – continued

Comparatives for movement in funds

	At 1/4/20	Net movement in funds	Transfers between funds	At 31/3/21
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	314,098	(254,056)	245,413	305,455
Advocacy	27,098	264	(24,439)	2,923
Day Opportunities	(21,731)	752	26,754	5,775
Home Support	(9,272)	(14,700)	23,972	-
Benefits Advice	21,916	5,027	(26,943)	-
Health and Fitness	(33,065)	(9,120)	42,185	-
Falls Prevention	22,955	22,865	(13,607)	32,213
Fundraising	4,313	-	(4,313)	-
NHS Hull CCG	(117)	-	117	-
East Riding	2,957	295,809	-	298,766
Catering	(18,404)	(7,210)	25,614	-
Retail	9,558	(5,899)	(3,659)	-
	<u>320,306</u>	<u>33,732</u>	<u>291,094</u>	<u>645,132</u>
RESTRICTED FUNDS				
Building Fund	291,094	-	(291,094)	-
Ministry of Defence	3,547	(3,547)	-	-
Two Ridings	416	(40)	-	376
Lottery Fund	4,537	-	-	4,537
Age UK Lottery	13,408	10,029	-	23,437
Age UK COVID 19 Emergency Activities	-	3,943	-	3,943
	<u>313,002</u>	<u>10,385</u>	<u>(291,094)</u>	<u>32,293</u>
TOTAL FUNDS	<u><u>633,308</u></u>	<u><u>44,117</u></u>	<u><u>-</u></u>	<u><u>677,425</u></u>

18. Movement in funds – continued

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	(140,123)	(113,933)	(254,056)
Advocacy	36,263	(35,999)	264
Day Opportunities	36,088	(35,336)	752
Home Support	52,177	(66,877)	(14,700)
Benefits Advice	28,990	(23,963)	5,027
Health and Fitness	13,777	(22,897)	(9,120)
Falls Prevention	49,486	(26,621)	22,865
East Riding	297,500	(1,691)	295,809
Catering	10,772	(17,982)	(7,210)
Retail	1,824	(7,723)	(5,899)
	<u>386,754</u>	<u>(353,022)</u>	<u>33,732</u>
RESTRICTED FUNDS			
Ministry of Defence	-	(3,547)	(3,547)
Two Ridings	10,042	(10,082)	(40)
Lottery Fund	48,000	(48,000)	-
Age UK Lottery	10,037	(8)	10,029
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(41,588)	3,943
Rank Foundation	24,980	(24,980)	-
	<u>151,404</u>	<u>(141,019)</u>	<u>10,385</u>
TOTAL FUNDS	<u><u>538,158</u></u>	<u><u>(494,041)</u></u>	<u><u>44,117</u></u>

18. Movement in funds – continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/20	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	314,098	(101,513)	594,112	806,697
Advocacy	27,098	2,990	(30,088)	-
Day Opportunities	(21,731)	2,382	19,349	-
Home Support	(9,272)	(25,310)	34,582	-
Benefits Advice	21,916	6,601	(28,517)	-
Health and Fitness	(33,065)	(9,120)	42,185	-
Falls Prevention	22,955	27,660	(50,615)	-
Fundraising	4,313	-	(4,313)	-
NHS Hull CCG	(117)	4,079	(3,962)	-
East Riding	2,957	283,988	(286,945)	-
Catering	(18,404)	(7,210)	25,614	-
Retail	9,558	(5,899)	(3,659)	-
The Francis and Cyril Bibby Trust	-	97	(97)	-
Walking Football	-	7,820	(7,820)	-
Lottery Funding 70th Party	-	(335)	335	-
	<u>320,306</u>	<u>186,230</u>	<u>300,161</u>	<u>806,697</u>
RESTRICTED FUNDS				
Building Fund	291,094	-	(291,094)	-
Ministry of Defence	3,547	(3,547)	-	-
Two Ridings	416	(552)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	13,408	(8,742)	(4,666)	-
	<u>313,002</u>	<u>(12,841)</u>	<u>(300,161)</u>	<u>-</u>
TOTAL FUNDS	<u><u>633,308</u></u>	<u><u>173,389</u></u>	<u><u>-</u></u>	<u><u>806,697</u></u>

18. Movement in funds – continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	122,782	(224,295)	(101,513)
Advocacy	72,263	(69,273)	2,990
Day Opportunities	76,160	(73,778)	2,382
Home Support	123,103	(148,413)	(25,310)
Benefits Advice	58,578	(51,977)	6,601
Health and Fitness	13,777	(22,897)	(9,120)
Falls Prevention	98,547	(70,887)	27,660
NHS Hull CCG	24,388	(20,309)	4,079
East Riding	297,499	(13,511)	283,988
Catering	10,772	(17,982)	(7,210)
Retail	1,824	(7,723)	(5,899)
The Francis and Cyril Bibby Trust	300	(203)	97
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	8,452	(632)	7,820
North Bank Forum Self Isolation Award	15,000	(15,000)	-
Lottery Funding 70th Party	-	(335)	(335)
	<u>924,281</u>	<u>(738,051)</u>	<u>186,230</u>
RESTRICTED FUNDS			
Ministry of Defence	-	(3,547)	(3,547)
Two Ridings	20,041	(20,593)	(552)
Lottery Fund	48,000	(48,000)	-
Age UK Lottery	10,038	(18,780)	(8,742)
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(45,531)	-
Rank Foundation	24,980	(24,980)	-
	<u>161,404</u>	<u>(174,245)</u>	<u>(12,841)</u>
TOTAL FUNDS	<u><u>1,085,685</u></u>	<u><u>(912,296)</u></u>	<u><u>173,389</u></u>

19. Related party disclosures

There were no related party transactions for the year ended 31 March 2022.

	2022	2021
	£	£
INCOME AND ENDOWMENTS	129,272	44,117
Donations and legacies		
Gifts	104,802	13,837
Donations	14,094	47,327
Legacies	175,283	8,913
Grants	252,854	384,059
	<u>547,033</u>	<u>454,136</u>
Other trading activities		
Shop income	-	37
Home Support - private clients	-	23,090
Sundry income	-	1
Wheelchair hire	-	90
	<u>-</u>	<u>23,218</u>
Other income		
Covid 19 JRS	494	60,804
	<u>494</u>	<u>60,804</u>
Total incoming resources	547,527	538,158
EXPENDITURE		
Other trading activities		
Purchases	-	83
Charitable activities		
Wages	329,993	373,029
Motor and travel expenses	3,097	737
Irrecoverable VAT	-	2,453
Bad debts	-	252
	<u>333,090</u>	<u>376,471</u>
Support costs – management		
Rates and water	-	3,203
Insurance	6,670	8,283
Light and heat	-	4,109
Carried forward	6,670	15,595

19. Related party disclosures – continued

	2022	2021
	£	£
Management		
Brought forward	6,670	15,595
Telephone	8,767	12,032
Postage, stationery and advertising	6,792	4,456
Computer software	14,512	15,705
Sundries	7,850	4,871
Property costs	30,578	35,318
Depn of general equipment	3,649	3,204
	<u>78,818</u>	<u>91,181</u>
Finance		
Bank interest	747	1,961
Governance costs		
Auditors' remuneration	3,000	9,090
Accountancy fees	1,588	5,533
Legal and professional fees	1,012	9,722
	<u>5,600</u>	<u>24,345</u>
Total resources expended	<u>418,255</u>	<u>494,041</u>
Net income	<u><u>129,272</u></u>	<u><u>44,117</u></u>

t 01482 324644

e hello@ageukhull.org.uk

Silvester House, Silvester Street, The Maltings, Hull HU1 3HA

www.ageuk.org.uk/hull