

Age Concern Herefordshire & Worcestershire

Charity Number: 1080545

Company Number: 3942023

Annual Report & Financial Statements 2018 – 2019

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

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**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2019**

Trustees	Patricia Haines Mark Richardson Michael Newitt Hannah Solway Keith Trafford Robert Rankin Margaret Wheatley Eric Brooker Matthew Burke Caroline Harris Charlotte Wood (appointed 21 May 2018) Peter Evans (appointed 28 January 2019) Caroline Smith (appointed 25 March 2019)
Company registered number	3942023
Charity registered number	1080545
Registered office	Malvern Gate Bromwich Road Worcester WR2 4BN
Offices	Ross Office 27 Palma Court Brookend Street Ross-on-Wye HR9 7EE Hereford Office and Activity Centre Drybridge House 40 St Martins Street Hereford HR2 7SG
Company secretary	Philip Talbot
Independent auditors	Bishop Fleming LLP Chartered Accountants Statutory Auditors 1-3 College Yard Worcester WR1 2LB
Bankers	CAF Bank West Malling ME19 4JQ HSBC 6 Broad Street Worcester WR1 3LH
Solicitors	Thomas Guise Hayden House Alcester Road Studley B80 7AN

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

The trustees, who are also the directors under Company law, present their report and financial statements of Age Concern Herefordshire & Worcestershire (the charity) for the year ending 31st March 2019.

Age Concern Herefordshire & Worcestershire uses the working name Age UK Herefordshire & Worcestershire (Age UK H&W) and this name is also used in the Activities Report.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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).

REVIEW OF ACTIVITIES

INTRODUCTION FROM THE CHAIR

We continue to see growth in demand for many of our services.

We have continued to review and diversify our services during the year. Some of the growth in support for older people has come from the introduction of new services such as our Veterans Wellcheck programme, whilst some has come from re designing existing services to become more efficient, such as our Reconnections and Dementia Advice Service.

We have set up the Herefordshire Service Development Task and Finish Group to look into areas where we might fill gaps in current service provision to better support older people in Herefordshire.

We also continued to manage our training and accreditation services, most notably a re accreditation of our Information and Advice service.

One cannot speak too highly of the staff and volunteers who support all the work we do. Without their commitment, it would not be possible to support such numbers of older people. The external environment changed very little. The national government remained focused on Brexit and local government focused on cuts to budgets.

OBJECTIVES

There were no changes to the three objectives set by the Trustees this year. There is a planned review of our Strategy in 2019-20 and our aims and objectives will be reviewed then.

Overall Aim of the Charity

"To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the counties of Herefordshire and Worcestershire"

[from the Memorandum of Association of Age Concern Herefordshire & Worcestershire]

Age UK Herefordshire & Worcestershire interprets this as follows:

To improve the quality of life for all older people across Herefordshire and Worcestershire by promoting choice, opportunity and independence, by providing direct services to older people, supporting others who provide services, liaison, awareness raising and campaigning. It has condensed this into a strapline:

'Making Herefordshire and Worcestershire a great place to grow older'

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019

Specific Aims, Objectives and Outcomes

Aim and Objective 1

Aim: Promoting positive attitudes to ageing

Age UK Herefordshire & Worcestershire aims to promote a positive attitude to ageing covering all aspects of the lives of older people.

Objectives

- To treat all older people fairly and with respect, recognising their different needs, choices and values
- To promote the value of older people in their communities and to each other
- To increase awareness of opportunities available to older people
- To enable older people to influence our strategic planning and service delivery
- To promote the contribution older people can make through their involvement in service provision across Herefordshire and Worcestershire
- To identify and develop new areas of activity and training for older people

Outcome

Older people feel more confident and involved to the benefit of all.

Achievements and Performance

This year we started a programme to review our impact for older people. The programme was on-going throughout the year and is intended to finish by the end of 2019. The broad outcome of this programme is to evaluate if we can provide better impact assessments against our objectives. In addition we undertook the Age UK quality assessment programme and Part 1 of the 'Being a good Age UK'. These standards help us in identifying feedback from clients and interested parties in how we are meeting the needs of clients and listening to their views.

As a result of our investment last year in our marketing resource, we are seeing some significant increases in marketing impact. Our exposure is increasing.



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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

Aim and Objective 2

Aim: Provision of direct support/services

Age UK Herefordshire & Worcestershire aims to develop support and services identified as relevant to the lives of older people across the two counties.

Objectives

- To provide information and support to older people through direct service provision of a consistently high standard
- To identify and develop new areas of activity to reflect needs and demands
- To continue to work with under-represented groups and other agencies to ensure that all older people receive the services and support to which all are entitled
- To develop and support partnerships within Herefordshire and Worcestershire to extend opportunities for service delivery
- To raise awareness of and to communicate the work of the Organisation

Outcome

Older people are able to live independently at home.

Achievements and Performance

Our provision of support services includes 15 groups of services supporting older people across Herefordshire and Worcestershire. Our Information, Advice and Guidance service dealt with 5,782 clients during the year, including 454 who were supported in obtaining benefit checks. This raised over £1.6M for older people across our communities.

Our Dementia Advice service provided support to 3,589 clients and their families and took on 554 new referrals during the year. Whilst this is the last year of the service it has been replaced with a more supportive Dementia Wellbeing Service in April 2019. Age UK Herefordshire & Worcestershire were successful in winning the tender.

Our Reconnections programme aimed at reducing loneliness in Worcestershire continued to develop. We accumulated just over 1,300 clients by the end of the year. The average reduction in loneliness, measured against an internationally recognised UCLA scale, was a massive -1.37 reduction. This remains significantly higher than the original predictions of a 0.89 reduction. In addition we also saw measures after 18 months register a continued fall of -0.9. There are a number of learnings being gathered as this programme comes to an end in 2019-20.

We supported 1,315 people to return home from hospital during the year, a 12% increase on the previous year. Once again, less than 9% returned to hospital within a 90 day period. This year we were also commissioned to run a short term enhanced service where we helped an additional 80 people over a three month period and reduce the demand on NHS hospital bed services.

Our Help at Home service supported 215 clients to maintain their independence at home, delivering 13,409 hours of support. This has grown significantly in the past year.

We continued to support the Older People's Forums and maintain our wide range of links with other organisations as well as represent older peoples and VCS views on a number of statutory Boards and groups.

Our media communication have been mentioned elsewhere and contributed significantly to achieving our objectives in this area also.

The Veterans Wellcheck dealt with 256 new referrals during the year and undertook 2,281 supporting interventions.

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

In addition we run a number of smaller wellbeing activity programmes including befriending; computer café taster sessions; Tai Chi; and Reminiscence sessions. 1,389 people attended the sessions.

The Droitwich Spa Meeting Centre, which deals with supporting people and their families who have dementia supported 30 people with 2,709 sessions undertaken during the year. Our Herefordshire, Drybridge House, Centre, which supports a range of older people with varying needs, supported 31 people with 1,677 sessions during the year.

One of our contracted services is the installation of small Aids and Adaptations for the statutory sector. This is a sub contract from Care & Repair. We installed 5,862 aids and adaptations during the year to 2,848 clients.

Aim and Objective 3

Aim: Raising Standards

Age UK Herefordshire & Worcestershire aims to encourage and support others involved in providing support to older people across the two counties to achieve the highest possible standards in the work they do.

Objectives

- To support others working with older people to develop high standards of care
- To support others working with older people to manage and maintain their high standards of care
- To support others to ensure they treat older people with dignity and care

Outcome

Age UK Herefordshire & Worcestershire is recognised as helping establish the highest standards of support and care in all interfaces with older people.

Achievements and Performance

To help ensure older people receive high standards of support and care in the services they receive in their daily lives from a range of organisations, we trained 2,510 people in those organisations in a range of skills. We undertook 307 courses, many of which were accredited by the Open College Network.

We continued to have concerns about the application of Adult Safeguarding through the Care Act 2014 and led an influencing campaign to establish a clearer understanding of safeguarding and its limitations. This has led to a VCS wide group working in partnership with the Adult Safeguarding Team. Organisations like ours have a duty of care to highlight potential safeguarding issues which they come across in communities we serve (Alerts). We continued to make these referrals during the year.

ORGANISATIONAL STANDARDS

In addition to our external work, we also set standards internally for our staff and Board to achieve.

We continue to attain five relevant standards:



The Board reviewed a number of policies during the year in accordance with its planned programme.

TRADING COMPANY

The Trading company was made dormant following the withdrawal from the agreement with Age Co, the national trading organisation of the national charity.

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

FUNDRAISING

We continued to fundraise in a variety of ways. The net contribution to the charity from trading totalled £11,609. Grants and donations, including legacies, raised £261,029.

VOLUNTEERS

Volunteers are a critical part of our organisation. They provide support to seven of our services supporting older people as well as a number of 'back office' functions which indirectly support our services. Their contribution meets a number of our charitable aims and specific objectives including helping older people to feel valued in their communities. A 2017 Age UK Regional report on volunteering identified a notional hourly value for volunteering agreed by the Office for National Statistics of £13.20. If this were applied to our volunteer contribution, it would amount to £716,000 contribution in kind to the organisation. It is however recognised by everyone that the social value of volunteers far exceeds the simple analysis of time related contributions

We had 326 volunteers during the year dedicating around 54,240 hours of their time. The split of male and female volunteers was at 71% female and 29% male.

Having established a new recruitment system for Reconnections, we have been reviewing the performance of this process in recruiting and keeping volunteers in preparation for rolling out a new system in 2019-20 across the whole organisation.

PRINCIPAL RISKS AND UNCERTAINTIES

The Board continued to monitor the current key risks regularly. These include a range of issues covering Corporate Governance such as ensuring proper direction of the charity and business continuity mitigation; Financial management such as fraud and error; Operational risks such as delivering appropriate services and customer satisfaction; and statutory risks relating to government legislation such as Charity Commission law.

FUTURE PLANS

The Board proposes to update its Strategic Plan for 2020-23.

The Board plans to complete the merger with Age UK Droitwich in the summer of 2019

The Board expects both health and social care re development to continue be a major focus during 2019-20 with the Sustainability and Transformation Programme (STP) being galvanised by the publication of the NHS 10 Year Plan. It is hoped we can play an increasingly positive role in helping to shape the future delivery of these services across the two counties.

The Board is expecting to develop support for those living with dementia across the two counties in conjunction with the NHS STP strategy on dementia.

With increasing demographic demands and decreasing state support it is clear that the role of Age UK H&W will continue to change.

The Board is aware that some existing services will be re-contracted during 2019-20 and the outcome of these may well have an impact on our organisation.

The Board is aware of potential changes which could impact, and continue to monitor and take actions where these potential changes actually occur

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

FINANCIAL REVIEW

The Statement of Financial Activities (SOFA) illustrates that reserves stand at £532,543, of which £58,424 is restricted funds and £474,119 is unrestricted funds.

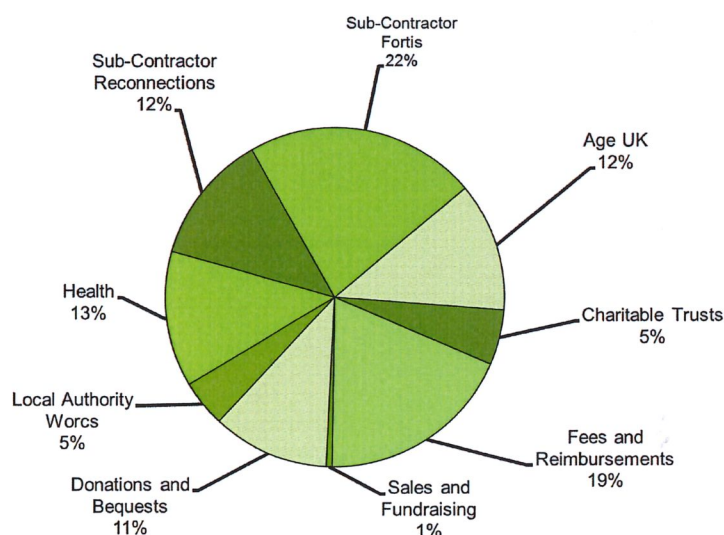
£173,230 of the unrestricted funds is in Designated Funds and £300,889 is in the General Fund. The Designated Funds comprise £171,000 in the Safety Net and £2,230 in the Allotment Fund.

GOING CONCERN

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements.

SOURCE OF FUNDS

The SOFA shows the total incoming resources for 2018-19 as £2,232,213 compared with £1,755,757 for the previous year. The trend away from the reliance on funding from the statutory sector continues, although the sub-contractor funding from Fortis does originate from Worcestershire County Council and the District Councils. Expansion of the Help at Home service and an increase in Training income have contributed to the increased percentage for fees and reimbursements and a considerable legacy from the estate of Thomas Dauncey has resulted in an increased percentage from donations and fundraising.



This pie chart illustrates the sources of funds. It shows that 5% (2018 11%) of funding comes from Local Authorities and 13% (2018 10%) from Health; a total of 18% (2018 21%) from the Health and Social Care sector. Subcontractor funding accounts for 34% (2018 41%), funding from Age UK, and Charitable Trusts accounts for 17% (2018 14%), fees and reimbursements account for 19% (2018 17%) and donations and fundraising income account for the remaining 12% (2018 7%).

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

CONTRACTS, GRANTS AND DONATIONS RECEIVED DURING 2018-19

Age UK Herefordshire & Worcestershire would like to acknowledge the following organisations that have provided contracts, grants and donations during the year:

Age UK	Social Investment Business Limited
Worcestershire County Council	South Worcestershire CCG
Worcester City GP Locality	Upton and Pershore GP Practices
Fortis	Social Finance
Droitwich Spa Meeting Centre	Groundwork
Bishop Fleming LLP	

In addition to the above we received several legacies and donations in memory.

We would also like to thank those volunteers who have donated their expenses back to the charity and the many individuals who have made donations by post, through standing orders and in person, at Malvern Gate in Worcester, at Wallace House in Evesham, and at Drybridge House Day Centre in Hereford.

DEFICIT

The following sums were transferred from unrestricted funds to cover deficits in restricted funds:

£30,723 for Information and Advice
£1,817 for Reconnections

RESERVES POLICY

The Safety Net is a designated fund established for the purpose of maintaining the organisation during a period of diminished funding, to cover the cost of redundancy payments or to cover the costs of winding down completely if regeneration was not possible. Contingency funds within project budgets, not required during the year, can be added in agreement with funders. In 2018-19 the net sum gained in the fund was £14,082.

The Trustees set a target of £200,000 to £250,000 for reserves in order to maintain a healthy cash flow, as well as cover possible redundancy payments and other financial commitments in the event of a significant reduction in funding in the future. During 2018-19 the figure sum required to cover the cost of winding down by the end of the financial year was £221,000. The Finance Committee have considered the variation in the sum required in the light of fluctuating lease commitments and have recommended that £171,000 be held in the Safety Net for 2019-20. This recommendation was accepted by the Board.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Age Concern Herefordshire & Worcestershire was established in October 1986. It was incorporated on 7th March 2000 as a company limited by guarantee, not having share capital; the company is registered as a charity, number 1080545. It is governed by its Memorandum and Articles of Association and, as a Brand Partner of Age UK, also uses the names Age UK Herefordshire & Worcestershire, Age UK Herefordshire and Age UK Worcestershire.

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

MEMBERS

The subscribers to the Memorandum of Association and any individual persons aged sixteen or over who are interested in furthering the work of the charity may be admitted to membership of the charity. Associate Membership of Age UK H&W is open to all organisations and individuals being in sympathy with the objects of the charity and subject to Charity Commission rules and guidelines and agreement of the Board.

RECRUITMENT AND APPOINTMENT OF DIRECTORS

The directors of the company are also charity trustees for the purpose of charity law and under the requirements of the Memorandum and Articles of Association six directors are elected from the membership to serve for a period of up to three years and retire by rotation, with a maximum period of nine years. The Chair holds office for up to three years and can be elected for up to a further three years providing there is at least one year between each period. In addition, there are four honorary officers and the President; there are places for four co-opted directors, who the Board appoint annually.

The Board undertakes a periodic skills assessment in order to identify any gaps in the make-up of the Board; this enables the Board to identify potential new directors with the required experience to ensure there is a balanced skills mix.

TRUSTEE INDUCTION AND TRAINING

Each new Director receives key documentation and guidance on the roles and responsibilities of trustees, and has an induction session with the Chair and Chief Executive; they are asked to fill in a declaration of interests form together with a personal profile of their skills and experience.

RISK MANAGEMENT

The Board continued to monitor and develop its risk assessment across the organisation. It established twenty two key risks to monitor regularly. These included a range of issues covering Corporate Governance such as ensuring proper direction of the charity and business continuity mitigation; Financial management such as fraud and error; Operational risks such as delivering appropriate services and customer satisfaction; and statutory risks relating to government legislation such as Charity Commission law.

ORGANISATIONAL STRUCTURE AND DECISION MAKING

The Board meets regularly with additional task and finish groups as required. The Trustees have overall responsibility for ensuring the Charity has systems of internal control in place, which are designed to provide reasonable, but not absolute, assurance against material mis-statement or loss. Internal control processes include policies and procedures for managing finances, risk, a three year strategic plan, the budget approved by trustees annually, regular financial reports and forecasts to the Board and delegation of day to day management and decision-making as appropriate.

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

Between April 2018 and March 2019 the Board of Directors has met six times with an average of ten members in attendance. Trish Haines stood down as Chair at the AGM in January 2019 and Mike Newitt took over as interim Chair.

Sub Committees and working groups that met during the year:

Finance Committee
Marketing Committee
Social Enterprise Committee
Herefordshire Service Development Task and Finish Group

Leadership Team

Chief Executive	Philip Talbot
Head of Charitable Services	Gill Hyatt
Head of Finance and ICT	Davina Burdon
Head of Marketing and Business Development	Jane Longmore
Office Manager and PA to the Chief Executive	Helen Kelly
Human Resources Manager	Debbie Sharman

The members of the Leadership Team attend Board meetings and there is regular cascading of information both electronically and through bi-monthly Operations meetings.

KEY EXTERNAL RELATIONSHIPS

The organisation is a member of the Age England Association of independent Brand Partners, and abides by its rules and regulations in promoting the wellbeing of older people in Herefordshire and Worcestershire. We also work with organisations in the statutory Health and Social Care sector. One specific new area being the development of a partnership with the ICOPE initiative addressing frailty in Worcestershire. Additional work has been developed with the University of Worcester during the year specifically on Meeting Centres. We have on-going relationships with various voluntary sector organisations in Herefordshire and Worcestershire and have represented the Herefordshire VCS on the STP Partnership Board.

FUNDRAISING PRACTICES

The Charity has a fundraising strategy and implementation plan. The Charity currently works within the guidelines of the Funding Regulator's Code of Fundraising Practice which sets out the responsibilities that apply to charitable institutions and third party fundraisers in the UK.

The Board agreed an investment in fundraising in 2018-19 with a view to development in the following three years.

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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2019**

RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also directors of Age Concern Herefordshire & Worcestershire for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the 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 these financial statements, the Trustees are required to:

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

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

DISCLOSURE OF INFORMATION TO AUDITORS

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

AUDITORS

Bishop Fleming LLP were re-appointed as auditors of the charity at the AGM. Appointment of the auditors will be confirmed at the next AGM.

This report was approved by the Trustees, on 19 September 2019 and signed on their behalf by:



Michael Newitt
Chair

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN HEREFORDSHIRE &
WORCESTERSHIRE**

OPINION

We have audited the financial statements of Age Concern Herefordshire & Worcestershire (the 'charitable company') for the year ended 31 March 2019 set out on pages 15 to 32. 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 2019 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 Charities Act 2011.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 United Kingdom, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN HEREFORDSHIRE &
WORCESTERSHIRE**

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 Auditors' report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

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 Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; 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 Trustees' responsibilities statement, 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.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN HEREFORDSHIRE &
WORCESTERSHIRE**

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

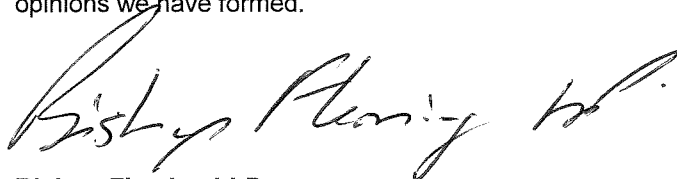
We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditors' 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.

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 Auditors' report.

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 its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Bishop Fleming LLP
Chartered Accountants
Statutory Auditors
1-3 College Yard
Worcester
WR1 2LB
Date: 8th October 2019

Bishop Fleming LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2019**

	Note	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
INCOME FROM:					
Donations	3	15,025	535	15,560	19,696
Bequests	3	231,004	-	231,004	65,281
Grants	3	15,000	49,740	64,740	40,000
Charitable activities	4	379,217	1,480,429	1,859,646	1,570,667
Trading activities	5	12,510	-	12,510	34,774
Investment income	6	472	-	472	92
Other Income	7	48,281	-	48,281	25,247
TOTAL INCOME		701,509	1,530,704	2,232,213	1,755,757
EXPENDITURE ON:					
Raising funds	5	901	-	901	13,514
Charitable activities	8	454,711	1,519,550	1,974,261	1,608,215
Other expenditure		109	9,380	9,489	6,616
TOTAL EXPENDITURE		455,721	1,528,930	1,984,651	1,628,345
NET INCOME/(EXPENDITURE) BEFORE TRANSFERS		245,788	1,774	247,562	127,412
Transfers between Funds	18	(11,083)	11,083	-	-
NET INCOME BEFORE OTHER RECOGNISED GAINS AND LOSSES		234,705	12,857	247,562	127,412
NET MOVEMENT IN FUNDS		234,705	12,857	247,562	127,412
RECONCILIATION OF FUNDS:					
Total funds brought forward		239,414	45,567	284,981	157,569
TOTAL FUNDS CARRIED FORWARD		474,119	58,424	532,543	284,981

The notes on pages 18 to 32 form part of these financial statements.

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER: 3942023

BALANCE SHEET
AS AT 31 MARCH 2019

	Note	£	2019 £	£	2018 £
FIXED ASSETS					
Tangible assets	13		22,422		15,172
Investments	14		1		1
			22,423		15,173
CURRENT ASSETS					
Debtors	15	253,737		218,287	
Cash at bank and in hand		372,200		137,591	
		625,937		355,878	
CREDITORS: amounts falling due within one year	16	(115,817)		(86,070)	
NET CURRENT ASSETS			510,120		269,808
NET ASSETS			532,543		284,981
CHARITY FUNDS					
Restricted funds	18,19		58,424		45,567
Unrestricted funds	18		474,119		239,414
CHARITY'S FUNDS			532,543		284,981

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

The Trustees consider that the charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 19 September 2019 and signed on their behalf, by:



Michael Newitt
Chair

The notes on pages 18 to 32 form part of these financial statements.

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019**

	Note	2019 £	2018 £
Cash flows from operating activities			
Net cash provided by operating activities	21	250,236	74,626
Cash flows from investing activities:			
Purchase of tangible fixed assets		(15,627)	(17,619)
Net cash used in investing activities		(15,627)	(17,619)
Change in cash and cash equivalents in the year		234,609	57,007
Cash and cash equivalents brought forward		137,591	80,584
Cash and cash equivalents carried forward	22	372,200	137,591

The notes on pages 18 to 32 form part of these financial statements.

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

1. ACCOUNTING POLICIES

1.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006.

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

The presentational and functional currency is GBP. The financial statements are rounded to the nearest £.

1.2 COMPANY STATUS

The charity is a company limited by guarantee. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 FUND ACCOUNTING

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 INCOME

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

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

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

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 allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and the costs of overall management of the organisation, including meeting constitutional and statutory requirements.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities are costs incurred in furtherance of the charity's aims, and include costs relating to the governance of the charity apportioned to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.6 GOING CONCERN

The Trustees have reviewed budgets and forecasts for a period of twelve months from the date of approval of the financial statements and consider that the charity has adequate resources to continue in operation existence for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and accounts.

1.7 TANGIBLE FIXED ASSETS AND DEPRECIATION

Any assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Leasehold improvements	-	Over the term of the lease
Motor vehicles	-	15% straight line
Equipment	-	20% straight line

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

1. ACCOUNTING POLICIES (continued)

1.8 INVESTMENTS

Investments in subsidiaries are valued at cost less provision for impairment.

1.9 INTEREST RECEIVABLE

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

1.10 DEBTORS

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

1.11 CASH AT BANK AND IN HAND

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

1.12 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

1.13 FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.14 TAXATION

In accordance with section 505 Income and Corporation Taxes Act 1988, the charity is exempt from the requirement to pay corporation tax on activities carried out for charitable purposes.

1.15 PENSIONS

The charity operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the charity, in an independently administered fund. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES (continued)

1.16 CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

2. GENERAL INFORMATION

Age Concern Herefordshire & Worcestershire is a private company limited by guarantee incorporated in the UK and registered in England and Wales. The registered office is Malvern Gate, Bromwich Road, Worcester, WR2 4BN.

The principal activity of the group is that of a charity who aim to promote the relief of elderly people in a manner which now or hereafter may be deemed by law to be charitable in and around the counties of Herefordshire & Worcestershire.

3. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Donations	15,025	535	15,560	19,696
Bequests	231,004	-	231,004	65,281
Grants	15,000	49,740	64,740	40,000
	<u>261,029</u>	<u>50,275</u>	<u>311,304</u>	<u>124,977</u>
Total donations and legacies				
	<u>261,029</u>	<u>50,275</u>	<u>311,304</u>	<u>124,977</u>
Total 2018	103,287	21,690	124,977	
	<u>103,287</u>	<u>21,690</u>	<u>124,977</u>	

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Funding to deliver services	9,430	1,443,301	1,452,731	1,267,935
Fees	369,574	36,668	406,242	302,732
Commissions	213	460	673	-
	<u>379,217</u>	<u>1,480,429</u>	<u>1,859,646</u>	<u>1,570,667</u>
Total 2018	<u>271,994</u>	<u>1,298,673</u>	<u>1,570,667</u>	

5. TRADING ACTIVITIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
TRADING INCOME				
Sales	9,685	-	9,685	3,495
Support Fees From Trading	-	-	-	7,940
Profit From Trading	-	-	-	18,509
Reimbursements	2,825	-	2,825	4,830
	<u>12,510</u>	<u>-</u>	<u>12,510</u>	<u>34,774</u>
TRADING EXPENSES				
Fundraising trading expenses	-	-	-	7,940
Event Costs	901	-	901	5,574
	<u>901</u>	<u>-</u>	<u>901</u>	<u>13,514</u>
Net income from trading activities	<u>11,609</u>	<u>-</u>	<u>11,609</u>	<u>21,260</u>

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

6. INVESTMENT INCOME

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Bank interest	472	-	472	92
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total 2018	92	-	92	
	<u> </u>	<u> </u>	<u> </u>	

7. OTHER INCOME

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Age UK payment in relation to closure of trading subsidiary	15,332	-	15,332	25,247
Transfer in of cash balances from Age UK Droitwich Spa & District	32,949	-	32,949	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	48,281	-	48,281	25,247
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total 2018	25,247	-	25,247	
	<u> </u>	<u> </u>	<u> </u>	

8. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Staff Costs	363,559	678,825	1,042,384	866,189
Activity Costs	81,118	451,644	532,762	454,056
Support Costs	10,034	389,081	399,115	287,970
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	454,711	1,519,550	1,974,261	1,608,215
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total 2018	303,093	1,305,122	1,608,215	
	<u> </u>	<u> </u>	<u> </u>	

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

9. ANALYSIS OF SUPPORT COSTS

	Support costs 2019 £	Premises/ Equipment 2019 £	Core costs 2019 £	Total costs 2019 £	Total costs 2018 £
Contribution from subsidiary	-	-	-	-	(7,940)
Staff costs	130,344	-	121,276	251,620	173,311
Office costs/expenses	27,956	-	17,682	45,638	32,047
Premises costs	-	75,422	-	75,422	68,905
Audit costs	-	-	9,615	9,615	7,269
Equipment	1,036	9,025	460	10,521	10,495
Depreciation	-	6,299	-	6,299	3,883
Total costs allocated to charitable activities	159,336	90,746	149,033	399,115	287,970

During the year to 31 March 2019 the charity incurred Governance costs included within core costs in the table above totalling £44,194 (2018: £33,987). These comprised staff costs £28,322 (2018: £21,941), office costs/expenses £6,257 (2018: £4,377) and audit costs £9,615 (2018: £7,269).

10. NET INCOME/(EXPENDITURE)

This is stated after charging:

	2019 £	2018 £
Depreciation of tangible fixed assets:		
- owned by the charity	8,377	3,883
Auditors' remuneration - audit	9,615	7,269
Operating lease rentals	65,210	63,631

The auditor's remuneration includes a donation of £3,045 (2018: £3,045) which has been recognised as a donation within incoming resources.

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

11. STAFF COSTS

Staff costs were as follows:

	2019 £	2018 £
Wages and salaries	1,182,668	961,137
Social security costs	61,316	53,918
Other pension costs	50,020	42,462
	<u>1,294,004</u>	<u>1,057,517</u>

The average number of persons employed by the charity during the year was as follows:

2019 No.	2018 No.
117	90

No employee received remuneration amounting to more than £60,000 in either year.

There were 19 full time posts (2018: 17). 76 casual workers were employed by the charity (2018: 38).

The number of full time equivalents, excluding the casual workers, was 61 (2018: 60).

During the year there were three redundancy payments totalling £12,776 (2018: one redundancy of £581)
There were no ex gratia payments during the year (2018: none)

The key management personnel of the charity comprise the Trustees and the Leadership Team. The members of the Leadership Team are the Chief Executive, Head of Charitable Services, Head of Finance, Head of Marketing and Business Development, Office Manager and PA to the Chief Executive and the HR Manager. The total employee benefits paid to the key management personnel of the charity, excluding Trustees, was £211,676 (2018: £175,199). Trustees' expenses are detailed in Note 12.

12. TRUSTEES REMUNERATION AND EXPENSES

During the year, no trustees received any remuneration (2018: £NIL)

During the year, no trustees received any benefits in kind (2018: £NIL)

One Trustee was reimbursed for travelling expenses of £144 (2018: three Trustees, £238)

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

13. TANGIBLE FIXED ASSETS

	Leasehold Improvements £	Motor vehicles £	Equipment £	Total £
COST				
At 1 April 2018	14,366	29,451	69,514	113,331
Additions	6,954	-	8,673	15,627
Disposals	-	(625)	(2,904)	(3,529)
At 31 March 2019	21,320	28,826	75,283	125,429
DEPRECIATION				
At 1 April 2018	14,366	29,451	54,342	98,159
Charge for the year	2,318	-	6,059	8,377
On disposals	-	(625)	(2,904)	(3,529)
At 31 March 2019	16,684	28,826	57,497	103,007
NET BOOK VALUE				
At 31 March 2019	4,636	-	17,786	22,422
At 31 March 2018	-	-	15,172	15,172

14. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
COST	
At 1 April 2018 and 31 March 2019	1

SUBSIDIARY UNDERTAKINGS

The following were subsidiary undertakings of the company:

Name	Holding
AC H & W Trading Ltd	100%
The aggregate of the share capital and reserves as at 31 March 2019 and of the profit or loss for the year ended on that date for the subsidiary undertakings were as follows:	

Name	Aggregate of share capital and reserves £	Profit/(loss) £
AC H & W Trading Ltd	1	-

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

14. FIXED ASSET INVESTMENTS (continued)

The Charity holds 1 share of £1 in its wholly owned subsidiary, AC H&W Trading Ltd. These are the only shares allotted, called up and fully paid.

15. DEBTORS

	2019 £	2018 £
Trade debtors	53,561	32,776
Amounts owed by group undertakings	-	27,792
Other debtors	4,153	9,262
Prepayments and accrued income	196,023	148,457
	<u>253,737</u>	<u>218,287</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019 £	2018 £
Trade creditors	60,499	27,703
Other taxation and social security	13,292	14,701
Proposed dividend	3,193	3,042
Other creditors	2,550	16,275
Accruals and deferred income	36,283	24,349
	<u>115,817</u>	<u>86,070</u>

17. FINANCIAL INSTRUMENTS

	2019 £	2018 £
Financial assets measured at amortised cost	<u>237,579</u>	<u>185,375</u>
Financial liabilities measured at amortised cost	<u>99,332</u>	<u>72,347</u>

Financial assets measured at amortised cost comprise trade debtors, other debtors and accrued income.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

18. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2019 £
UNRESTRICTED FUNDS					
General Funds	167,103	698,519	(450,341)	(114,392)	300,889
Designated Funds	72,311	2,990	(5,380)	103,309	173,230
	<u>239,414</u>	<u>701,509</u>	<u>(455,721)</u>	<u>(11,083)</u>	<u>474,119</u>
RESTRICTED FUNDS					
Information, Advice	-	5,000	(35,278)	30,278	-
Benefits	-	33,378	(33,133)	(245)	-
Dementia Advisory Service	3,005	198,535	(192,848)	(8,692)	-
Social Prescribing	-	42,333	(41,988)	(345)	-
Veterans' Wellcheck	9,796	101,701	(93,517)	(405)	17,575
Podiatry	-	68,629	(68,120)	(509)	-
Handyperson	-	424,079	(422,961)	(1,118)	-
Home from Hospital	-	155,814	(148,674)	(7,140)	-
Reconnections	8,296	273,524	(281,880)	60	-
Media	1,000	-	(601)	-	399
Bromsgrove Project	23,470	-	-	-	23,470
Dementia Dwelling Grant	-	71,057	(70,946)	(111)	-
Droitwich Spa Meeting Centre	-	66,000	(65,475)	(525)	-
One Digital	-	34,025	(33,641)	(105)	279
Impact programme	-	49,740	(33,039)	-	16,701
Maint. Cognitive Stimulation Therapy	-	6,889	(6,829)	(60)	-
	<u>45,567</u>	<u>1,530,704</u>	<u>(1,528,930)</u>	<u>11,083</u>	<u>58,424</u>
Total of funds	<u>284,981</u>	<u>2,232,213</u>	<u>(1,984,651)</u>	<u>-</u>	<u>532,543</u>

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

18. STATEMENT OF FUNDS (continued)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2017 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2018 £
UNRESTRICTED FUNDS					
General Funds	54,954	486,471	(364,563)	(9,759)	167,103
Designated Funds	66,343	-	(9,737)	15,705	72,311
RESTRICTED FUNDS					
Information, Advice	-	15,000	(26,201)	11,201	-
Benefits	-	35,521	(35,022)	(499)	-
Dementia Advisory Service	1,835	216,587	(198,729)	(16,688)	3,005
Social Prescribing	-	8,528	(8,348)	(180)	-
Veterans' Wellcheck	-	94,248	(84,257)	(195)	9,796
Podiatry	-	62,152	(61,592)	(560)	-
Handyperson	-	431,317	(430,017)	(1,300)	-
Keep in Touch	1,221	-	(1,195)	(26)	-
Home from Hospital	-	98,005	(95,255)	(2,750)	-
Reconnections	8,746	257,436	(260,721)	2,835	8,296
Media	1,000	-	-	-	1,000
Bromsgrove Project	23,470	-	-	-	23,470
Dementia Dwelling Grant	-	84,754	(84,520)	(234)	-
Droitwich Spa Meeting Centre	-	16,815	(19,265)	2,450	-
	36,272	1,320,363	(1,305,122)	(5,946)	45,567
Total of funds	157,569	1,806,834	(1,679,422)	-	284,981

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

19. PURPOSE OF RESTRICTED FUNDS

FUNDS

Information Advice and Guidance
Information and Advice

Benefits

One Digital

Dementia Advisory Service

Social Prescribing

Veterans' Wellcheck

Supporting Independent Living
Podiatry

Handyperson

Dementia Dwelling Grant

Home from Hospital

Reconnections

Droitwich Spa Meeting Centre (DSMC)

Maintenance Cognitive Stimulation Therapy

Other programmes

Media

Bromsgrove Project

Impact Programme

DESCRIPTION OF FUND

Funded by Age UK Droitwich Spa & District to provide advice services in the Droitwich area

Funded by Age UK to provide benefits checks in Worcester, South Wychavon and Ross-on-Wye

Funded by Age UK to support older people in Worcestershire to access digital services

Funded by Worcestershire County Council (WCC) and the NHS to provide support to older people living with memory loss in Worcestershire

Funded by Worcester City GP Locality and Upton and Pershore GP Practices to support patients to access social prescribing

Funded by Age UK to provide a Wellcheck service for veterans

Funded by South Worcestershire CCG to provide low level podiatry services in South Worcestershire
Funded by Fortis to deliver an Aids and Adaptations service and a subsidised handyperson service in Worcestershire

Funded by Fortis to deliver specialist equipment to assist people with dementia in their homes

Funded by WCC to support older people in Worcestershire for up to six weeks after discharge from hospital and by Age UK to provide an enhanced service during the Winter months

Funded by Social Finance, through social investment bonds, to provide activity plans for socially isolated older people in Worcestershire in order to reduce loneliness

Funded by DSMC, a Community Interest Organisation, to run a meeting centre in Droitwich for people with dementia

Funded by Age UK to provide an extension to the statutory programme for people living with dementia

Funded by Age UK to provide audio equipment
A legacy from the Late Zelda Speed to be used for the benefit of older people in Bromsgrove
Funded by The Social Investment Business Ltd to develop improved methods of measuring and reporting on Impact.

AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Tangible fixed assets	22,422	-	22,422
Fixed asset investments	1	-	1
Current assets	484,096	141,841	625,937
Creditors due within one year	(32,400)	(83,417)	(115,817)
	<u>474,119</u>	<u>58,424</u>	<u>532,543</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total funds 2018 £
Tangible fixed assets	15,172	-	15,172
Fixed asset investments	1	-	1
Current assets	259,708	96,170	355,878
Creditors due within one year	(35,467)	(50,603)	(86,070)
	<u>239,414</u>	<u>45,567</u>	<u>284,981</u>

21. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2019 £	2018 £
Net income for the year (as per Statement of Financial Activities)	247,562	127,412
Adjustment for:		
Depreciation charges	8,377	3,883
Increase in debtors	(35,450)	(85,818)
Increase in creditors	29,747	29,149
Net cash provided by operating activities	<u>250,236</u>	<u>74,626</u>

22. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2019 £	2018 £
Cash in hand	372,200	137,591
Total	<u>372,200</u>	<u>137,591</u>

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

23. PENSION COMMITMENTS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £50,020 (2018: £44,132).

As at the year end £4,892 was owed (2018: £4,258).

24. OPERATING LEASE COMMITMENTS

At 31 March 2019 the total of the Charity's future minimum lease payments under non-cancellable operating leases was:

	2019 £	2018 £
AMOUNTS PAYABLE:		
Within 1 year	59,649	62,781
Between 1 and 5 years	34,973	90,549
Total	<u>94,622</u>	<u>153,330</u>

A six year lease with a three year break clause was signed in August 2017.

25. RELATED PARTY TRANSACTIONS

The charity has taken advantage of the exemption in Section 33.1A of FRS 102 from the requirement to disclose transactions with other wholly owned group companies.