

Sheffield's over-50s experts



Age UK Sheffield Annual report 2018/19

www.ageuk.org.uk/sheffield

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

For the year ended 31 March 2018/19

Trustees	<p>Mr David Campbell (Chair)</p> <p>Ms Emma Challans (appointed 7 December 2018)</p> <p>Mr Graham Duncan</p> <p>Mr Tim Furness</p> <p>Mr John Gray (resigned 9 February 2019)</p> <p>Mr Paul Harriman (resigned 16 August 2018)</p> <p>Ms Melanie Perkins</p> <p>Ms Melinda Riley</p> <p>Ms Jo Roy (resigned 7 December 2018)</p> <p>Mr Nigel Smith</p> <p>Mr Liton Ullah</p> <p>Mr Paul Wike (appointed 7 December 2018, resigned 17 July 2019)</p> <p>Mrs Mary Butler was a Trustee on leave for the entire year and died on 30 June 2019.</p>
President	Mr Nick Hutton MBE
Vice-Presidents	<p>Mr Graham Moore</p> <p>Mrs Ruth Wilson</p>
Company registered number	05207254
Charity registered number	1108413
Registered office	First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG
Senior management team	<p>Mr Stephen Chufungleung, Chief Executive and Company Secretary</p> <p>Ms Teresa Barker, Chief Operating Officer</p>
Independent auditors	Shorts, Cedar House, 63 Napier Street, Sheffield, South Yorkshire, S11 8HA
Bankers	Barclays Bank plc, 2-12 Pinstone Street, Sheffield, South Yorkshire, S1 2HN
Solicitors	Keebles LLP, Commercial House, 14 Commercial Street, Sheffield, S1 2AT

Introduction

In 2018/19, our staff and volunteers worked tirelessly to continue their outstanding work supporting older people to live independently, with choice and control.



We delivered recorded case work to **3,483** people aged 50 and over;



We supported those people to increase their income by **£2.62 million** over the course of the year, by ensuring they were claiming all the benefits they are entitled to;



We **prioritised our resources** to support those in the greatest need. 990 of the people we supported had a mental health condition; 731 a heart condition; 651 were living with cancer; and 587 with dementia or memory loss.

Whilst our work is invaluable, it is merely scratching the surface of what is needed in Sheffield. The city's public health team estimates there are 24,000 over-65s living in poverty in the city; and 12,000 older people who are always or often lonely.

These needs mean that, like many local charities, our team is inundated with requests for support. Our ability to meet that demand is affected by the ever-present funding challenges facing charities throughout the country. Half our funding for Independent Living Co-ordination services was due to expire before the end of 2019 and, although we have successfully replaced most of that funding, this search for sustainable income is a constant pressure.

To meet this challenge, we are developing new projects to diversify our funding sources and improve our long-term sustainability. In September and October 2019, we opened Age UK Sheffield's first charity shops, in Bradway and on Abbeydale Road. We are also in the development phase of our exciting National Lottery Heritage Fund project to develop The Old Coach House in Hillsborough Park. Both these developments are part of our strategy to build up our own independent sources of funding.

In recent years we have been very grateful to receive gifts in wills from local people who sadly passed away. This year's accounts show that in 2018/19 we would have recorded a small loss but for the receipt of another generous legacy. Trustees regularly review the funds we hold in reserves and make plans to ensure that unexpected income such as gifts in wills is used to invest in our long-term future. Previous legacies have supported the set-up costs to open our two shops, which are intended to provide an ongoing future income source.

We live in a world of continual change, but the constant is the pressing need for Age UK Sheffield's vital services to support the most vulnerable older people in the city.

We are only able to support those people in the way we do through the outstanding commitment of our staff and volunteers, and the ongoing support of our commissioners, funders and donors.



David Campbell
Chair



Steve Chu
Chief Executive

Trustees' report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2018 to 31 March 2019.

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 Sheffield is a charity and registered company which is governed by a board of Trustees. In 2018/19, the full Board met six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors. It engages in trading activity and donates its surplus to the Charity. During 2018/19 we restructured our trading arm Board to give it greater independence from the charity Board, under an independent Chair.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 is not required.





Charity objectives

Our vision is:

“For a city in which older people live independently, with choice and control over their lives, in the best health possible, free from poverty and loneliness.”

Our mission is:

“To support older people in Sheffield by providing information, advice, advocacy and services which are recognised as a vital part of Sheffield’s infrastructure. We will work in partnership with local statutory and voluntary organisations to benefit, represent and champion the needs of older people in Sheffield.”

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 may 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.

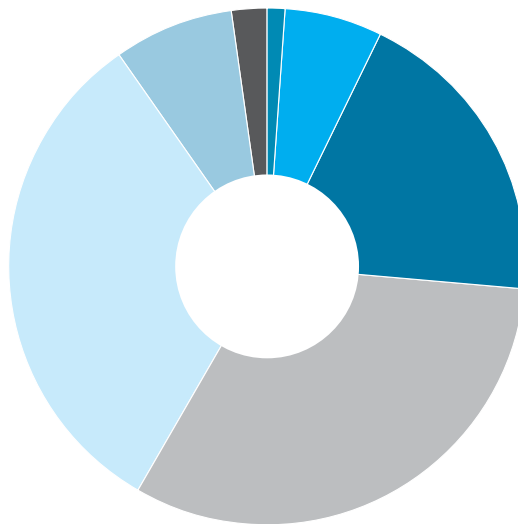
The Trustees’ report below will detail how these objectives were achieved in 2018/19, through the provision of our charitable services, which we are continuing to deliver during 2019/20.

The people we supported



In 2018/19, we supported **3,483 people** with recorded case work and handled thousands more information enquiries. Our website contains a wealth of information about the way in which we can support older people in Sheffield, and recorded **50,000 page views** from more than **14,500 unique users**.

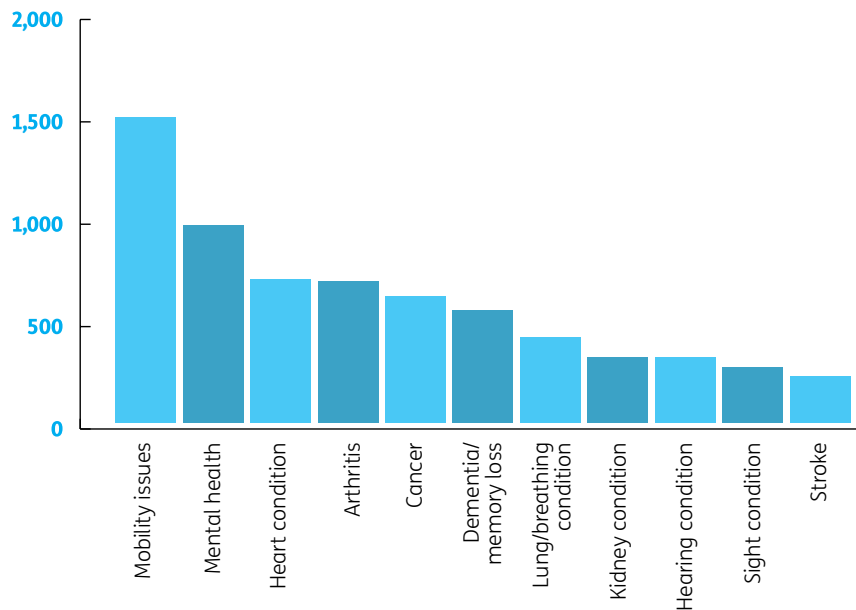
Customer age



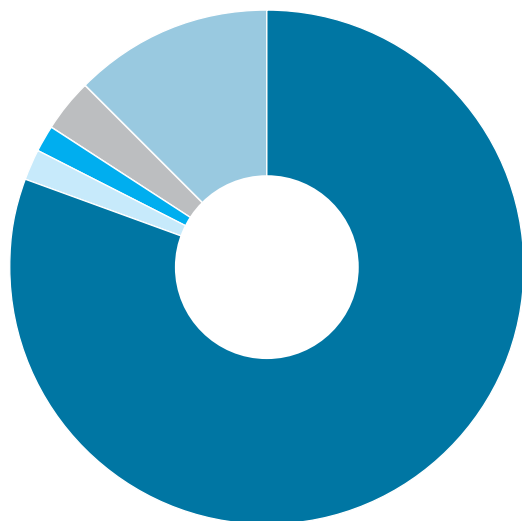
Age below 50	46
Age 50 - 59	209
Age 60 - 69	650
Age 70 - 79	1,091
Age 80 - 89	1,091
Age 90+	257
Not stated	75
Total	3,419

Long-term condition

The majority of our case work customers were living with long-term health conditions – in most cases, multiple long-term conditions.



Ethnicity



White British	2,760
Black - Caribbean	68
Asian - Pakistani	52
All other ethnicities	120
Not known/stated	419
Total	3,419

The vast majority of our beneficiaries are White British and we are constantly seeking ways to improve accessibility to our services for the entire population of Sheffield. By Council ward, there is a wide distribution of our beneficiaries across the city.

Customers by ward

Beauchief and Greenhill	129
Beighton	134
Birley	132
Broomhill and Sharrow Vale	68
Burngreave	123
City	11
Crookes and Crosspool	155
Darnall	143
Dore and Totley	107
East Ecclesfield	102
Ecclesall	106
Firth Park	101
Fulwood	76
Gleadless Valley	117
Graves Park	154
Hillsborough	116
Manor Castle	214
Mosborough	107
Nether Edge and Sharrow	87
Park and Arbourthorne	204
Richmond	174
Shiregreen and Brightside	65
Southey	103
Stannington	95
Stocksbridge and Upper Don	56
Walkley	113
West Ecclesfield	117
Woodhouse	151

Customer feedback

Through our continuous improvement policy, we record all feedback we receive. These quotes from 2018/19 illustrate the ways in which we support older people in Sheffield, and the local health and social care system.

At Home with Age UK Sheffield

“We will never be able to thank you enough for all the things you have done for our Family. You enabled Mum to maintain her relationship with my Dad and retain her independence. Never under-estimate the importance of what you do.”



In Touch

“Sometimes I didn’t talk to anyone for a while. Now I have a better life, I’m more confident and I now have a very active lifestyle.”



Independent Living Co-ordination

“People have come and gone but you have been more consistent than anyone around and done more for us than anyone else. I very much appreciate everything you have done for him.”

Independent Living Co-ordination

“I just wanted to thank you personally for the kind and efficient way you dealt with the application form for the Attendance Allowance, not to mention the outcome! Talking to you has given me a more positive outlook and a way forward as a carer.”

Wellbeing Centre

“Being here has been a real eye opener. You bring people together in such a unique way which isn’t easy in these circumstances, but you manage to do it so well.”

GP Referral

“Working with the Third Sector has been really positive and energised clinical practice as whole person needs are being met”.

Information and Advice

“We wish to say thank you for your kindness and patience as our confidence at form filling is sadly missing. Your help was wonderful; we couldn’t have done it without you”.

Service quality

Our continuous improvement policy is just one of the dozens of policies which are embedded in our organisation to ensure the quality of our service quality is of the highest standard. We are accredited through ISO9001, the Age UK Charity Quality Standard, and the Advice Quality Standard.



The photograph on this page is for illustrative purposes only and is not the case study described.

CASE STUDY: Hospital discharge service – “Betty”

Betty has cancer and lives alone. She was admitted to hospital after a fall but could not be discharged due to the condition of her home. The house was unsafe due to hoarding which she had hidden from her family for years by arranging to meet them away from the home. Every room was crammed from floor to ceiling.

Supported by



Betty

What we found

- ✘ Betty’s family was shocked and overwhelmed by her home conditions
- ✘ Statutory services could not provide support to clear the home
- ✘ Therefore Betty continued to occupy an intermediate care bed

How we helped

- ✔ Agreed a clearance action plan with the family
- ✔ Provided three staff to physically clear the house, ensuring Betty’s treasured items were stored safely
- ✔ Met Betty to carry out a holistic needs assessment, arranging relevant home adaptations including a grab rail
- ✔ Betty is back home, where she now receives visits from her family

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 Sheffield.

In 2018/19, our Independent Living Co-ordination services, which form the majority of our work, were supported by the following organisations:

- NHS Sheffield CCG (including specific GP Neighbourhoods)
- Weston Park Cancer Charity
- Big Lottery Fund
- The Chancellor of the Exchequer, distributing LIBOR fines

Our Information and Advice service was funded by:

- Westfield Health
- Henry Smith Charity
- Jusaca Charitable Trust
- Age UK
- Sheffield Area Kidney Association.

In addition, we continue to receive significant, long-standing support from the following organisations:

- Sheffield City Council
- Marjorie Coote Older People's Charity Fund
- Sheffield Town Trust

A full list of our supporters in 2018/19 can be found on page 23.



Age UK

We are proud to be both a strong and independent, local charity, which only works in Sheffield; and a brand partner of the national Age UK network. This relationship enables us to meet local demands and priorities whilst benefitting from national infrastructure, research and expertise.

We are grateful to Age UK and their commercial partners for their ongoing support for a range of projects we are delivering, including Benefits Take-Up and Handyperson services supported by E.ON; the Santander Later Life Links initiative; and the Prudential Ambitions for Later Life project.

“We are proud to be both a strong and independent, local charity, which only works in Sheffield; and a brand partner of the national Age UK network”.



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CASE STUDY: Benefits at Home service – “Doreen”

Doreen is 79 and lives alone with long-term health conditions including lung, bone and heart problems. Two years ago she discovered her former employers from 20 years back failed to process her tax correctly, leaving her with an £8,000 bill and being interviewed for tax fraud. She was repaying the owed tax at £47 per week from a £151 weekly pension.

Supported by



Doreen

What we found

- ✗ Doreen had been working on a zero hours contract to supplement her income
- ✗ She broke her hip and pelvis after slipping on ice, leaving her unable to work and with increased costs
- ✗ Struggling financially due to her low income and tax repayments, with savings running out
- ✗ Loss of social interaction and independence after leaving work and deteriorating health

How we helped

- ✓ Supported Doreen to claim Attendance Allowance and other benefits, increasing her income by £9,345 per year
- ✓ The tax bill will soon be paid off
- ✓ Can now afford to get out and meet friends, re-establishing social contact
- ✓ Improved mental health due to reduced money worries and social isolation

Doreen said: “I can’t believe how different things are now compared to when I came home from hospital. I feel like I can see a future for myself.”

Information and Advice (I&A)

“Thank you so much for all of your help, advice and support. I don’t know what we would do without Age UK Sheffield.”



Information and advice is our service that is there for more people in Sheffield than any other. We delivered recorded case work to 1,700 people aged over 50 in 2018/19 and answered thousands more information enquiries. Most of this work supported people to increase their income by claiming benefits they are entitled to but were not previously claiming. However, we handled a wide range of other enquiries, about community care and housing issues, from legal advice to consumer information. Age UK Sheffield is the place for people aged 50 and over to come for expert advice from specialists in older people’s issues.

This service is funded largely through generous support from Westfield Health and the Henry Smith Charity, as well as a specific project funded by Sheffield Area Kidney Association. In 2018/19 it also benefitted from being part of Age UK projects funded by Prudential, E.ON and First Utility respectively.

Across all our advice and advocacy services we supported people in Sheffield to access £2.62 million in increased benefit income in 2018/19. A large majority of this money is recurring annual income which the beneficiaries will continue to receive for the rest of their lives. The service genuinely transforms people’s finances and ability to live a reasonable quality of life to meet their changes needs as they grow older.



Delivered recorded case work to **1,700** people aged over 50 in 2018/19.



Handled around **3,000** more enquiries during the course of the year



Supported people in Sheffield to access **£2.62** million in increased benefit income in 2018/19.



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CASE STUDY: Information and Advice service – “Marie”

Marie came to the UK from Nigeria with her three children in 2007 after claiming asylum and being granted discretionary leave to remain. Her husband repeatedly separated from and returned to the family but was claiming all the family’s benefits without contributing financially to the household. Marie’s Employment and Support Allowance (ESA) had been suspended because her husband’s income had been taken into account.

Supported by



**Jusaca
Charitable
Trust**



Marie	
What we found	How we helped
<ul style="list-style-type: none"> ✗ Experiencing financial difficulty ✗ Suffering verbal, mental and financial abuse ✗ Worried about her immigration status ✗ Afraid of legal separation from her husband for fear of being deported 	<ul style="list-style-type: none"> ✓ Supported Marie to claim all suspended benefit income in order to feed her children and pay bills ✓ Assisted Marie to receive advice and support from an immigration specialist and social services ✓ Marie is now legally separated from her ex-husband ✓ Income has increased by £22,700 per year

Marie said: “Without Age UK Sheffield I would have been struggling financially. I’ve now got peace of mind and I feel like a huge weight has been lifted from me.”

Independent Living Co-ordination (ILC services)

“Thank you for all you have done for me in the past months, your effort and all the time you put into my situation and the problems I had with my wife and her health problems. I’ve only one thing to say to you: ‘Thank you from the bottom of my heart.’”



Our ILC service is the most holistic service available to older people in Sheffield. Through it we provide:

- Highly-skilled and committed staff who have the time to fully understand a person’s needs and wants to live the best, most independent life they can;
- The empathy and experience to develop the needs articulated by people into a co-produced independence plan;
- A solution-focused approach to encourage people to be positive about the things they can do for themselves, building long-term independence;
- Advocacy skills to navigate their way around complex systems to help people to get the care, benefits, and social support they are entitled to;
- An unrivalled knowledge of the local community

resources available to support people;

- A whole-family approach which recognises the vital support carers and family members provide.

Our ILC service is funded through a wide range of sources:

- NHS Sheffield Clinical Commissioning Group, including the delivery of NHS England’s Integrated Personal Commissioning project
- Weston Park Cancer Charity
- The Big Lottery Fund’s Reaching Communities programme (to September 2019)
- The Ministry of Defence (to March 2019)
- Local GP neighbourhood networks
- Sheffield City Council’s People Keeping Well in the Community programme

Great outcomes

We evaluate the progress made by people we support using the Outcomes Star for Independent Living. Even though many of our ILC customers are living with multiple long-term health conditions, 82% increased their measured independence as a result of our work with them. Of this 82%:

- 72% recorded improvements in the “How you feel” domain
- 63% recorded improvements in the “Social life” domain
- 49% recorded improvements in the “Managing money” domain

Independent testimonials

In July 2018, the Care Quality Commission published a national report, *Beyond The Barriers*, which included a case study of our work on a “Virtual Ward” in Sheffield’s Central Locality:



The Virtual Ward

A virtual ward was being tested in a neighbourhood in central Sheffield, providing support to people in the area for 18 months.

The virtual ward comprises a multi-disciplinary team (MDT), bringing together staff from primary care, district nurses and the voluntary sector, including an advocacy service and Age UK. It aims to support people at home.

Through a weekly disciplinary team meeting, staff from across organisations meet at the coordinating general practice and discuss the needs of people at highest risk of hospital admission, using a risk stratification tool. Everyone registered with the virtual ward is risk-rated, for possible hospital admission.

The MDT links with community support workers and voluntary sector workers, who have an in depth knowledge and understanding of people’s needs, and through this can access information that would not usually be available to statutory services. The virtual ward has been successful in targeting the people most at risk of hospital admission and by providing wrap around support this may stop unnecessary hospital admissions.

Integrated Care

Dr Yvonne Fullwood, the independent evaluator of Age UK’s national Integrated Care Pilot, said:

“Finally, of the eight local Age UK’s involved in Phase two of the PICP Age UK Sheffield was exemplar in adopting a test, learn and adapt approach to improving the ILC’s support. Furthermore, an embedded culture of continuous improvement at all levels within the ILC team was evident to an extent that I have rarely seen elsewhere.”

With an increasing emphasis in the local health and social care system on prevention and early intervention to prevent deterioration in long-term health conditions, we believe our ILC services should be at the forefront of Sheffield’s voluntary sector infrastructure to enable the city’s older people to live independently, in the best health possible.

Wellbeing Centre

“When Dad first started coming here I thought it would just be for him, but in actual fact you are there for entire families. When things are hard and uncertain, I know there is always someone from here that I can talk to or ask for advice, no matter what day or time it is. You helped us all out more than you’ll ever know.”



We believe our Wellbeing Centre provides the best dementia day service in Sheffield. It is person-centred, builds on people’s assets, supports carers using our whole-family approach, and uses Maintenance Cognitive Stimulation Therapy to maximise quality of life, delaying and reducing the need for statutory service input.

Our activity programme is developed with our customers to meet their interests. Activities we have delivered over the last year have included:

- Jan’s sign language workshop
- Charity baking with Norfolk Park Nursery
- Making bird feeders with Remedi restorative justice practitioners
- Upcycling tables
- Pet therapy

The Wellbeing Centre is supported by Sheffield City Council, who provide free places to eligible people living with dementia. Other customers pay for their places on a privately-funded basis.



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CASE STUDY: Wellbeing Centre – “Chrissy”

Chrissy is 71 and living with vascular dementia, arthritis and breathlessness. She lives alone in relatively good health, and enjoys her family and social occasions. Chrissy was referred to our Wellbeing Centre by her family. They were concerned about her increasing social isolation because she could no longer safely leave the house due to her dementia.

Supported by



Chrissy	
What we found	How we helped
<ul style="list-style-type: none"> ✗ Increasing social isolation due to dementia ✗ Concerns about eating ✗ Suffering problems with her neighbours 	<ul style="list-style-type: none"> ✓ Struck up strong friendships at our Wellbeing Centre ✓ Rediscovered lost interests in Rock ‘N’ Roll music and Jive dancing ✓ Empowered Chrissy to use her sign language skills to teach other group members

Chrissy said: “When I’m here, it just makes me feel alive.”

Her daughter said: “Coming here is the best thing that ever happened to Mum.”

People Keeping Well (Dore and Totley)

“At today’s group we were all very pleased to hear that Exercise to Music has now expanded to two classes due to popular demand. The world of the “not entirely fit and young at heart” has a good network in Totley. Your class has benefited my health and at the shops and on the bus I meet my new keep fit chums.”

People in the Dore and Totley area are benefitting from improved health and social connections as a result of new activities delivered through our leadership of a local partnership. The fitness sessions we started have been so popular they have expanded to a second day. A table tennis club is attracting over 15 participants every week.

A Sporting Memories group, Eco Clean Up sessions, and a Life Stories class have been great successes. From May 2019 we have started a new weekly dementia group. And we have distributed small grants to Totley Library Dore Methodist Church to support them to develop new inclusive opportunities.

This is part of a network of People Keeping Well partnerships throughout Sheffield, funded by the City Council.

In Touch

“It is just what she needed. She hasn’t been doing very well and she called me straight after and couldn’t stop talking about how well they got on. It really seems to have lifted her. My Mum has long-standing anxiety so can you pass on my thanks to the befriending volunteer.”

Studies have found that the negative physical effects of being lonely are equivalent to smoking 15 cigarettes a day. An Age UK study found that 49% of older people said their main source of company was either a pet or the television. Our In Touch service benefits the volunteers who provide the service and the older people who receive it. Just the small act of having a cup of tea opens the door to sharing thoughts, ideas, and memories.

In Touch is just one of the services supported by our volunteer numbers which have almost doubled to around 90 in just two years!





Long-term sustainability

In December 2018, we received the excellent news that the National Lottery Heritage Fund (NLHF) is supporting our plans to redevelop The Old Coach House in Hillsborough Park. The NLHF has provided us with Stage 1 funding to develop our legal, planning, business and marketing plans for the building. This phase is also being supported by the Architectural Heritage Fund.

We plan to submit our Stage 2 bid to the Heritage Lottery Fund in 2020, with the aim of opening our older people's activity centre and community café in 2021. This project will fulfil two crucial aspects of our long-term strategy – bringing us a place in which to deliver great services to older people, and a new source of income.

In September 2019 we opened our first charity shop on Twentywell Lane in Bradway, with a second on Abbeydale

Road opening in October. These shops are extending our reach into new local communities, and providing employment and volunteering opportunities for older people in the local community.

Finally, in 2019, we are taking part in a project with the national charity Age UK, and some local Age UK partners, to explore joint-working initiatives to help the Age UK network be more efficient and sustainable into the future.





Financial review

For the third consecutive year, we are in the fortunate position that a large and unexpected legacy bequest has significantly improved our financial outturn for the year. Our surplus of £132,000 is entirely due to this legacy.

Our operating performance for 2018/19 was a small deficit of £18,000, which represents a good performance in the challenging circumstances in which most local charities continue to operate.

As a direct result of the legacies we have received in recent years, the Board has committed to make a number of investments in 2019/20, including the opening of our first two charity shops. It has set a six-figure deficit budget to finance those investments.

Income overview

Our main sources of income continue to be contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. We also receive grants to deliver our free Information and Advice service. Income from paid-for services continues to increase gradually. Our insurance commissions continued to fall significantly, in line with national trends, strengthening our need to make investments in the diversification of our income sources.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people.

Aside from current employees, we contribute to a repayment plan in respect of a defined benefit pension scheme in respect of one former member of staff. In 2018/19 we started to make small grants of up to £500 to small community organisations in the Dore and Totley area, in line with a Sheffield City Council contract we are delivering.

Operational performance

All our contracted services were delivered in line with, or exceeding, output requirements, and our charitable services continue to be in high demand. These charitable services have performance indicators in relation to improved outcomes, volunteer availability, and customer satisfaction. All these aspects performed strongly through the year.

Our business plan is measured against key performance indicators for income generation in relation to paid-for charitable services, community fundraising, insurance trading, and members. This performance is monitored by managers every month, and by Trustees on a quarterly basis.

Cash position

As at 31 March 2019 the Charity had a cash balance of £714,000 on a consolidated basis (2018: £600,000).

Fixed assets

We did not own any fixed assets of significant value at 31 March 2019.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2018/19, and give particular thanks for the financial support given by:

- Age Better in Sheffield
- Age UK
- Arthur Lee Trust
- The Big Lottery Fund's Reaching Communities programme
- Chancellor of the Exchequer, distributing LIBOR fines
- Cutlers Co Charitable Trust
- Henry Smith Charity
- The Jusaca Charitable Trust
- Marjorie Coote Old People's Charity Fund
- NHS Sheffield Clinical Commissioning Group
- Santander UK
- Sheffield Area Kidney Association
- Sheffield Hallam University
- Sheffield City Council
- Sheffield Town Trust
- Westfield Health Charitable Trust
- Weston Park Cancer Charity
- Zachary Merton and George Woofindin Convalescent Trust
- Individual donors and fundraisers
- Individual customers and members
- Individuals leaving legacies to Age UK Sheffield



Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity 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. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

The Charity therefore has adequate working reserves and the funding necessary to contribute to our future plans and continued development. In addition, it has reserves available to make long-term investments in its future. Some of these investments are being made in 2019/20. Reserves levels will be kept under regular review.

Reserves policy

Age UK Sheffield reviewed and updated its reserves policy in 2018, as part of a wider governance review. Trustees have set a minimum reserves figure of £300,000, which has been developed from calculations of the costs of ensuring an orderly closedown of the charity, should such a scenario arise in future.

At 31 March 2019, Age UK Sheffield's free reserves (unrestricted funds excluding designated reserves) were £453,000, compared to £414,000 in the previous year.

The pension deficit reserve valuation shows a liability of £14,000 (2018: £29,000 liability).

Structure, governance and management

Constitution

Age UK Sheffield is a charitable company, limited by guarantee. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005 and adopted new Memorandum and Articles of Association.

In planning the Charity's activities, the trustees have regard to both the Charity Commission's general guidance on public benefit and the specific objectives of the Charity. Age UK Sheffield meets this guidance as all its services deliver the charitable purpose of 'relief for people in need by reason of age' as set out in the Charities Act 2006.

Age UK Sheffield Enterprises Limited is a wholly owned subsidiary of Age UK Sheffield which gift-aids all its profits back to the Charity to provide a valuable source of unrestricted income. Its primary business sells a wide range of products including household, travel and motor insurance and funeral plans. All the products are tailored to meet the particular requirements of people over 50 and the insurance products are regulated by the Financial Conduct Authority.

The Age UK Sheffield group is a Brand Partner of the national Age UK network, meaning we are completely independent. Our Memorandum and Articles of Association are clear that we support older people within the city of Sheffield.

Governance

Our Code of Governance is organised into seven sections in line with the Charity Governance Code, as follows:

1. Organisational purpose
2. Leadership
3. Integrity
4. Decision-making, risk and control
5. Board effectiveness
6. Diversity
7. Openness and accountability

Trustees

Age UK Sheffield is an independent local organisation, accountable to a governing Board of Trustees representing a cross-section of the local community. When Trustees retire, or there is a need for additional Trustees, an open

and inclusive recruitment process is initiated and Age UK Sheffield proactively seeks applications from under-represented groups.

The year 2018/19 was the second full year in the role for our Chair, David Campbell. New Trustees recruited during the year were Emma Challans and Paul Wike, whilst Jo Roy, John Gray and Paul Harriman resigned from the Board during the year. Our Trustee, Mary Butler, was on sick leave throughout 2018/19 and sadly died in June 2019.

Our Trustee induction process was described as "a model of best practice" in our Charity Quality Standard inspection in April 2018. The report said: "There is a trustee's handbook that covers all aspects of the role. This includes an induction checklist to ensure everything is covered and signed off. There is also a trustee away day, allocating a buddy trustee, meeting the CEO, managers and staff and shadowing the main service areas."

Trustees serve for a three-year term and may usually serve for up to three terms.

Meetings

Trustees meet, as a collective board, six times each year to receive operational, strategic and governance reports. They additionally attend an annual strategic planning day. The Finance Group meets five times during the year (prior to Board meetings) and has a remit to report on trends, achievements and challenges, and to advise the Board on strategic and financial planning for the organisation. The Human Resources and Governance Group meets quarterly to oversee HR-related issues, policies and procedures. The Scheme of Delegation was updated in 2018, as part of the review of the Code of Governance.

Our Board meeting attendance records during 2018/19 are as follows:

Trustee	Attendance
David Campbell	5/6
Emma Challans	1/2
Graham Duncan	5/6
Tim Furness	5/6
John Gray	3/4
Paul Harriman	2/2
Melanie Perkins	6/6
Melinda Riley	5/6
Jo Roy	1/4
Nigel Smith	5/6
Luton Ullah	4/6
Paul Wike	0/2

Emma Challans and Paul Wike were appointed on 7th December 2018.

Paul Harriman resigned on 16th August 2018. Jo Roy resigned on 7th December 2018. John Gray resigned on 9th February 2019.

Trustee development

At Age UK Sheffield we are committed to the development of our Trustees as part of our governance processes. Trustees attended the following courses and workshops during 2018/19:

Trustee	Development
David Campbell	Oct 2018 – Age England Association Conference
Tim Furness	June 2018 – Age UK Yorkshire & Humberside regional conference
Melinda Riley	June 2018 – Appointed to the Age UK Policy Panel
Nigel Smith	October 2018 – Age UK Financial Governance workshop

Partnerships

Age UK Sheffield believes that, wherever it is in the best interests of the city's older people, the organisation should work in partnership with other organisations.

Within Sheffield, we work closely with the Local Authority, GP surgeries, local hospitals and voluntary sector partners

to receive referrals for services. We signpost to hundreds of local resources and services for the benefit of our customers. We also work with local partners to advocate collectively for the benefit of the voluntary sector in Sheffield.

The Charity is also involved with a number of networks through its membership of the Age England Association and the Age UK Yorkshire and Humber Regional Company. Our Chief Executive is a Director of both these companies.

Pay policy for senior staff

The directors are the Charity's Trustees, all of whom give their time freely, and without remuneration. Details of Trustees' expenses and related party transactions are disclosed in note 11 and note 23 to the accounts.

The senior management team are the Chief Executive and Chief Operating Officer. They are responsible for directing and controlling, running and operating the Charity on a day-to-day basis. The pay of the senior staff is reviewed annually as part of the whole organisation's annual pay award review, which is subject to market conditions.

Risk management

Strategic risk management is regularly overseen by the Board. An annual review of the risk register takes place, with quarterly updates supplied to Trustees to give oversight of changes to the main risks.

Like many local charities, the main risks facing Age UK Sheffield relate to the potential for not achieving income targets, either through loss of contracts or a reduction in grants and gifts. These risks are being managed through a proactive approach to assessing contract risks and opportunities, a planned programme of grant-aid appeals, and ongoing attention to the costs of the organisation.

Trustees' indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

Trustees' responsibilities statement

The Trustees (who are also directors of Age UK Sheffield 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 the Group and of the incoming resources and application of resources, including the income and expenditure, of the charitable Group 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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable Group will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company and the Group's transactions and disclose with reasonable accuracy at any time the financial position of the charitable Group 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 the Group 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 Group'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 Group's auditors are aware of that information.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006 and the requirement to produce a strategic report.

This report was approved by the Trustees on 22 November 2019 and signed on their behalf by:

Mr David Campbell
Chair

Independent auditors' report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2019 set out on pages 30 to 51. 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 Group's and of the parent charitable company's affairs as at 31 March 2019 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Group 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 Group's or the parent 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.

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, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the Charity 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 Group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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 members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and 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 members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Howard Freeman (Senior statutory auditor)

for and on behalf of

Shorts

Chartered Accountants
Statutory Auditor

Cedar House
63 Napier Street
Sheffield
South Yorkshire
S11 8HA

22 November 2019

Consolidated statement of financial activities

(including 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 and legacies	2	206,354	119,691	326,045	236,076
Charitable activities	3	533,725	220,315	754,040	909,073
Other trading activities	4	86,015	-	86,015	100,270
Investments	5	1,281	-	1,281	323
Other income	6	4,884	33,712	38,596	41,296
TOTAL INCOME		832,259	373,718	1,205,977	1,287,038
EXPENDITURE ON:					
Charitable activities	7,9	676,167	397,524	1,073,691	1,130,791
TOTAL EXPENDITURE	7	676,167	397,524	1,073,691	1,130,791
NET INCOME BEFORE TRANSFERS		156,092	(23,806)	132,286	156,247
Transfers between funds	17	(22,039)	22,039	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER RECOGNISED GAINS AND LOSSES		134,053	(1,767)	132,286	156,247
Actuarial gains/(losses) on defined benefit pension schemes	21	15,000	-	15,000	4,000
NET MOVEMENT IN FUNDS		149,053	(1,767)	147,286	160,247
RECONCILIATION OF FUNDS:					
Total funds brought forward		508,741	47,920	147,286	396,414
TOTAL FUNDS CARRIED FORWARD		657,794	46,153	703,947	556,661

The notes on pages 34 to 51 form part of these financial statements.

Consolidated balance sheet

As at 31 March 2019

		2019		2018	
	Note	£	£	£	£
FIXED ASSETS					
Tangible assets	12		9,850		8,105
CURRENT ASSETS					
Debtors	15	176,262		92,494	
Cash at bank and in hand		713,565		600,107	
		889,827		692,601	
CREDITORS: amounts falling due within one year	16	(181,730)		(115,045)	
NET CURRENT ASSETS			708,097		577,556
TOTAL ASSETS LESS CURRENT LIABILITIES			717,947		585,661
Defined benefit pension scheme liability	21		(14,000)		(29,000)
NET ASSETS INCLUDING PENSION SCHEME LIABILITIES			703,947		556,661
CHARITY FUNDS					
Restricted funds	17		46,153		47,920
Unrestricted funds	17		657,794		508,741
TOTAL FUNDS			703,947		556,661

Included in unrestricted funds are designated funds of £205,059 (2018: £94,538). See note 17 for further details of designated funds.

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

The financial statements were approved and authorised for issue by the Trustees on 22 November 2019 and signed on their behalf by:

Mr David Campbell, Chair

The notes on pages 34 to 51 form part of these financial statements.

Charity balance sheet

As at 31 March 2019

		2019		2018	
	Note	£	£	£	£
FIXED ASSETS					
Tangible assets	12		9,850		8,105
Investments	13		2		2
			9,852		8,107
CURRENT ASSETS					
Debtors	15	183,553		99,641	
Cash at bank and in hand		674,168		563,860	
		857,721		663,501	
CREDITORS: amounts falling due within one year	16	(175,126)		(117,256)	
NET CURRENT ASSETS			682,595		546,245
TOTAL ASSETS LESS CURRENT LIABILITIES					
			692,447		554,352
Defined benefit pension scheme liability	21		(14,000)		(29,000)
NET ASSETS INCLUDING PENSION SCHEME LIABILITIES			678,447		525,352
CHARITY FUNDS					
Restricted funds			46,153		47,920
Unrestricted funds			632,294		477,432
TOTAL CHARITY FUNDS			678,447		525,352

Included in unrestricted funds are designated funds of £205,059 (2018: £94,538). See note 17 for further details of designated funds.

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

The financial statements were approved and authorised for issue by the Trustees on 22 November 2019 and signed on their behalf by:

Mr David Campbell, Chair

The notes on pages 34 to 51 form part of these financial statements.

Consolidated statement of cash flows

For the year ended 31 March 2019

		2019	2018
	Note	£	£
Cash flows from operating activities			
Net cash provided by operating activities	19	118,781	155,017
Cash flows from investing activities:			
Interest received		77	323
Purchase of tangible fixed assets		(5,400)	(8,567)
Net cash used in investing activities		(5,323)	(8,244)
Change in cash and cash equivalents in the year		113,458	146,773
Cash and cash equivalents brought forward		600,107	453,334
Cash and cash equivalents carried forward	20	713,565	600,107

The notes on pages 34 to 51 form part of these financial statements.

Notes to the financial statements

For the year ended 31 March 2019

1. Accounting policies

1.1 Company status and general information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. 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. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity's operations and principal activities are included in the trustees' annual report.

1.2 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) and the Companies Act 2006.

Age UK Sheffield 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 Statement of Financial Activities (SOFA) and Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

1.3 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and all of its subsidiary undertakings ('subsidiaries').

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

The income and expenditure account for the year dealt with in the accounts of the Charity was £153,095 (2018 - £(157,459)).

1.4 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from the date of authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

1.5 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 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.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102),

1. Accounting policies (continued)

the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.6 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 include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and Governance costs are costs incurred on the Charity's educational operations, including support costs and costs relating to the governance of the Charity apportioned to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.7 Operating leases

Rentals under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

1.8 Interest receivable

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

1.9 Tangible fixed assets and depreciation

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 remaining term of lease

Office equipment

20%-30%

Computer equipment

33%

1.10 Investments

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

1.11 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.

1.12 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. Accounting policies (continued)

1.13 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 Charity 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. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.14 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.15 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.16 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

The Charity operates a defined benefits pension scheme and the pension charge is based on a full actuarial valuation dated 1 April 2013.

1.17 Fund accounting

General funds are unrestricted funds which 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.

Designated funds are unrestricted funds of the Charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are 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.

1.18 Critical accounting estimates and areas of judgement

Estimates and judgements 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 Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. In the opinion of the Trustees there are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Critical areas of judgement:

In the opinion of the Trustees there are no critical areas of judgement required in preparing these financial statements.

2. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Donations, grants and fundraising	41,966	119,691	161,657	147,546
Legacies	149,388	-	149,388	73,530
Age UK	15,000	-	15,000	15,000
Total donations and legacies	206,354	119,691	326,045	236,076
Total 2018	128,332	107,744	236,076	

3. Analysis of income from charitable activities by type of income

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Group Support	152,527	55,054	207,581	187,082
Support in the Home	331,167	111,732	442,899	611,352
Information and Advocacy	50,031	53,529	103,560	110,639
Total 2019	533,725	220,315	754,040	909,073
Total 2018	670,094	238,979	909,073	

4. Other trading activities

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Charity trading income				
Age UK Sheffield Enterprises	86,015	-	86,015	100,270
Net income from other trading activities	86,015	-	86,015	100,270

Charitable trading income in 2018 was solely in relation to unrestricted funds.

5. Investment income

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Investment income	1,281	-	1,281	323
	1,281	-	1,281	323
Total 2018	323	-	323	

6. Other incoming resources

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Reimbursed expenses	2,557	-	2,557	9,508
Sheffield 50 plus	-	-	-	31,656
Other income	2,327	33,712	36,039	132
	4,884	33,712	38,596	41,296
Total 2018	17,058	24,238	41,296	

7. Analysis of expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2019	2019	2019	2018
	£	£	£	£
Premises costs	19,354	9,731	29,085	35,366
Administrative costs	15,720	88,451	104,171	96,809
Staff costs	402,527	269,601	672,128	660,449
Project costs	6,738	13,839	20,577	36,787
Support costs (note 8)	231,828	15,902	247,730	301,380
	676,167	397,524	1,073,691	1,130,791
Total 2018	759,895	370,896	1,130,791	

8. Allocation of support costs

	Total funds	Total funds
	2019	2018
	£	£
Management & Business Support	191,444	237,356
Infrastructure	17,992	25,814
Development	38,294	38,210
	<hr/>	<hr/>
Total	247,730	301,380
	<hr/> <hr/>	<hr/> <hr/>

9. Governance costs

Included in support costs are governance costs of £23,537 (2018 - £24,751).

10. Auditors' remuneration

The Auditor's remuneration amounts to an Audit fee of £7,750 (2018: £7,750), and tax compliance services of £750 (2018 - £750). Fees for other services were £1,450 (2018: £nil).

11. Staff costs

Total redundancy / termination payments amount to £nil (2018 - £12,311) and related to contracts ending and reorganisation. Included in creditors at the year end is £nil (2018 - £nil) relating to redundancy /termination payments.

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

	2019	2018
	No.	No.
Average number of employees	48	50

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

The Trustees neither received nor waived any remuneration during the year (2018 - £nil). No Trustees are accruing pension arrangements (2018 - £nil). No Trustees were reimbursed expenses in the year (2018 - £nil).

The total amount of employee benefits received by key management personnel is £95,824 (2018 -£146,524). Age UK Sheffield considers its key management personnel comprise of the Senior Management Team.

The total staff costs and employees' benefits were as follows:

	2019	2018
	£	£
Wages and salaries	737,518	790,104
Social security costs	51,327	55,369
Pension costs	17,965	15,387
	<hr/>	<hr/>
Total	806,810	860,860
	<hr/> <hr/>	<hr/> <hr/>

12. Tangible fixed assets

Group	Office equipment	Computer equipment	Total
	£	£	£
Cost			
At 1 April 2018	90,133	36,579	126,712
Additions	-	5,400	5,400
At 31 March 2019	90,133	41,979	132,112
Depreciation			
At 1 April 2018	84,308	34,299	118,607
Charge for the year	-	3,655	3,655
At 31 March 2019	84,308	37,954	122,262
Net book value			
At 31 March 2019	5,825	4,025	9,850
At 31 March 2018	5,825	2,280	8,105
Charity			
	£	£	£
Cost			
At 1 April 2018	40,851	14,987	55,838
Additions	-	5,400	5,400
At 31 March 2019	40,851	20,387	61,238
Depreciation			
At 1 April 2018	35,026	12,707	47,733
Charge for the year	-	3,655	3,655
At 31 March 2019	35,026	16,362	51,388
Net book value			
At 31 March 2019	5,825	4,025	9,850
At 31 March 2018	5,825	2,280	8,105

13. Fixed asset investments

	Shares in group undertakings
Charity	£
Cost	
At 1 April 2018 and 31 March 2019	2

14. Principal subsidiaries

Age UK Sheffield Enterprises Limited

Subsidiary name	Age UK Sheffield Enterprises Limited
Company registration number	02432642
Basis of control	Equity shareholding
Equity shareholding %	100%
Total assets as at 31 March 2019	£ 64,297
Total liabilities as at 31 March 2019	£ 38,795
Total equity as at 31 March 2019	£ 25,502
Turnover for the year ended 31 March 2019	£ 127,435
Expenditure for the year ended 31 March 2019	£ 110,888
Profit for the year ended 31 March 2019	£ 16,547

Age UK Sheffield Enterprises Limited is consolidated in the group accounts.

15. Debtors

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Trade debtors	52,096	22,146	52,096	22,146
Amounts owed by group undertakings	-	-	30,675	21,979
Other debtors	-	1,033	-	-
Prepayments and accrued income	124,166	69,315	100,782	55,516
	176,262	92,494	183,553	99,641

16. Creditors: Amounts falling due within one year

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Trade creditors	12,352	31,476	12,293	30,994
Amounts owed to group undertakings	-	-	1,516	9,314
Other taxation and social security	1,812	13,139	-	13,139
Accruals	56,950	39,934	50,390	33,313
Deferred income	94,919	29,400	94,919	29,400
Other creditors	15,697	1,096	16,008	1,096
	181,730	115,045	175,126	117,256

Deferred income

	Group	Charity
	£	£
Deferred income at 1 April 2018	29,400	29,400
Resources deferred during the year	94,919	94,919
Amounts released from previous years	(29,400)	(29,400)
Deferred income at 31 March 2019	94,919	94,919

Deferred income represents income deferred for Advance Club memberships received, contract funding received in advance and grant funding whose conditions will be met in 2019/20.

17. Statement of funds

Statement of funds - current year - consolidated

	Balance at 1 April 2018	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31 March 2019
	£	£	£	£	£	£
Designated funds						
Designated funds - all funds	94,538	208,603	(3,544)	(94,538)	-	205,059
General funds						
General funds - all funds	443,203	623,656	(672,623)	72,499	-	466,735
Pension reserve	(29,000)	-	-	-	15,000	(14,000)
	414,203	623,656	(672,623)	72,499	15,000	452,735
Total unrestricted funds	508,741	832,259	(676,167)	(22,039)	15,000	657,794
Restricted funds						
Restricted funds - all funds	47,920	373,718	(397,524)	22,039	-	46,153
Total of funds	556,661	1,205,977	(1,073,691)	-	15,000	703,947

17. Statement of funds (continued)

Statement of funds - prior year – consolidated

	Balance at 1 April 2017	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31 March 2018
	£	£	£	£	£	£
Designated funds						
Designated funds – all funds	107,057	-	(12,519)	-	-	94,538
General funds						
General funds - all funds	309,633	916,077	(761,376)	(21,131)	-	443,203
	(47,000)	-	14,000	-	4,000	(29,000)
	262,633	916,077	(747,376)	(21,131)	4,000	414,203
Total unrestricted funds	369,690	916,077	(759,895)	(21,131)	4,000	508,741
Restricted funds						
Restricted funds - all funds	26,724	370,961	(370,896)	21,131	-	47,920
Total of funds	396,414	1,287,038	(1,130,790)	-	4,000	556,661

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds	Restricted funds	Total funds
	2019	2019	2019
	£	£	£
Tangible fixed assets	9,850	-	9,850
Current assets	843,674	46,153	889,827
Creditors due within one year	(181,730)	-	(181,730)
Provisions for liabilities and charges	(14,000)	-	(14,000)
	657,794	46,153	703,947

Analysis of net assets between funds - prior year

	Unrestricted funds	Restricted funds	Total funds
	2018	2018	2018
	£	£	£
Tangible fixed assets	8,105	-	8,105
Current assets	644,681	47,920	692,601
Creditors due within one year	(115,045)	-	(115,045)
Provisions for liabilities and charges	(29,000)	-	(29,000)
	508,741	47,920	556,661

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

	2019	Group
	£	2018
		£
Net income for the year (as per Statement of Financial Activities)	132,286	156,247
Adjustment for:		
Depreciation charges	3,655	1,942
Interest receivable	(77)	(323)
Increase in debtors	(83,768)	21,504
Increase in creditors	51,685	(28,353)
FRS 102 pension liability adjustment	15,000	4,000
Net cash provided by operating activities	118,781	155,017

20. Analysis of cash and cash equivalents

	2019	Group
	£	2018
		£
Cash in hand	713,565	600,107
Total	713,565	600,107

21. Pension commitments

The Charity operates a defined contributions 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 £19,987 (2018 - £16,910).

The Charity operates a defined benefit pension scheme.

21. Pension commitments (continued)

Principal actuarial assumptions at the Balance sheet date (expressed as weighted averages):

	2019	2018
Discount rate at 31 March	2.40 %	2.60 %
Expected rates of pension increases in payments pre 2006	3.40 %	3.30 %
Expected rates of pension increases in payments post 2006	2.50 %	2.50 %
Expected rate of inflation - RPI	3.40 %	3.30 %
Expected rate of inflation - CPI	2.40 %	2.30 %

The current mortality assumptions include sufficient allowance for future improvements in mortality rates. The assumed life expectations on retirement age 65 are:

	2019	2018
Retiring today	Years	Years
Males	21	22
Females	23	24
Retiring in 20 years	Years	Years
Males	22	23
Females	24	25

The assets in the scheme and the expected rates of return were:

	Fair value at 31 March 2019 £	Fair value at 31 March 2018 £
Equities	57,000	59,000
Diversified growth fund	51,000	52,000
Property	20,000	19,000
Gilts and Bonds	148,000	127,000
Cash	1,000	1,000
Total market value of assets	277,000	258,000

The actual return on scheme assets was £22,000 (2018 - £(50,000)).

21. Pension commitments (continued)

The amounts recognised in the Statement of Financial Activities are as follows:

	2019 £	2018 £
Asset gains/(losses) arising during the year	15,000	(58,000)
Liability gains/(losses) arising during the year	(8,000)	64,000
Total amount recognised in other comprehensive income	7,000	6,000

Movements in the present value of the defined benefit obligation were as follows:

	2019 £	2018 £
Opening defined benefit obligation	287,000	351,000
Interest expense on defined benefit obligation	7,000	9,000
Actuarial (gains)/losses on scheme liabilities	8,000	(64,000)
Net benefits paid out	(12,000)	(9,000)
Past service cost (incl. curtailments)	1,000	-
Closing defined benefit obligation	291,000	287,000

Changes in the fair value of scheme assets were as follows:

	2019 £	2018 £
Opening fair value of scheme assets	258,000	304,000
Interest income on scheme assets	7,000	8,000
Administration costs	(1,000)	(1,000)
Net benefits paid out	(12,000)	(9,000)
Gain/(loss) on scheme assets	15,000	(58,000)
Contributions by the Charity	10,000	14,000
Closing defined benefit obligation	277,000	258,000

The Charity expects to contribute £10,452 to its defined benefit pension scheme over the next year.

21. Pension commitments (continued)

Amounts for the current and previous period are as follows:

Defined benefit pension schemes

	2019	2018
	£	£
Defined benefit obligation	(291,000)	(287,000)
Scheme assets	277,000	258,000
Deficit	(14,000)	(29,000)

22. Operating lease commitments

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

	2019	2018
	£	£
Amounts payable:		
Within 1 year	15,709	26,481
Between 1 and 5 years	34,155	83,108
Total	49,864	109,589

23. Related party transactions

There were no related party transactions during the year (2018 - £nil).

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