



REGISTERED COMPANY NUMBER: 08224619 (England and Wales)
REGISTERED CHARITY NUMBER: 1149975

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022
FOR
AGE UK BARROW AND DISTRICT LIMITED**

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A list of the names of the principals is available at the registered office.

Registered in England and Wales
No. 11356692

AGE UK BARROW AND DISTRICT LIMITED

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FOR THE YEAR ENDED 31 MARCH 2022**

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Barrow & District
ageUK

ANNUAL REPORT AND FINANCIAL STATEMENT FOR THE YEAR ENDING 31ST MARCH 2022

Prepared by:
Vickie Martin, Head of Age UK Barrow & District

Registered Charity Number: 1149975
Registered Company Number: 08224619

A message from our chairman, Martin Pettifor

The last year has been one of consolidation after the challenges of Covid and the significant restructuring required to make sure Age UK Barrow and District continued on a sound financial footing.

Throughout all this our staff have continued to provide an extraordinary service, supporting the older members of our community to continue to live healthy, socially active, and independent lives.

It never ceases to amaze me how many people our Information & Advice team of 2 staff help. Last year Marie and Helen had over 3,800 contacts with clients, helping them to secure £1.3m in unclaimed or backdated benefits.



In these times of once-in-a-generation inflation and fuel poverty that money can be life-changing, making all the difference between being stuck at home unable to eat or heat the house, and continuing to live a full and independent life.

And it's not just money that our I&A team help people with; their assistance in securing mobility support or getting our handyman Steve to make vital adjustments to clients' homes so that they can continue to live in them safely is every bit as important. As the I&A team points out in this report, they really are "the rainbow at the end of the storm" for their clients

This report also shows there is far more to Age UK Barrow and District than our I&A services. Our shop on Wilkie Road goes from strength to strength. Led by Sue, the shop manager, our team of volunteers there do an amazing job in helping customers find bargains on essential purchases for the home and family, as well as discovering items they never knew they needed! With rising food, clothing, and energy bills we have seen demand increase. As ever we are entirely dependent upon your donations; recycling your unwanted clothing, furniture, and household items helps those less fortunate in our community, as well as helping create a greener planet. And please consider joining the Gift Aid scheme when you drop off your donations; it takes less than 5 mins, costs nothing, and means the government gives us another 25% for everything of yours we sell.

Our charity shop plays a critical role in funding the social activities and groups that Age UK Barrow and District is famous for. Many older people lacked the confidence to go outside again after Covid and, as this report amply demonstrates, Age UK Barrow and District played a critical role in reconnecting people, whether through our "knit & natter" or active coffee club groups, our telephone befrienders Jackie and Sharon, or helping more vulnerable members of our community keep up to date with digital technology. Lorna, Tracey, Bryony, and our enthusiastic volunteers do an amazing job in organising these events, helping older people make new friendships and even rekindle old ones after decades. The challenge we face is that these vital activities are largely unfunded, with public authority funding of charities dropping significantly post Covid. We recognise the significant financial pressures on the public purse, but the older members of our community deserve better. There is considerable evidence that the services provided by Age UKs across the country lead to cost savings elsewhere in the health & social care system, notably in fewer visits to GPs and A&E.

None of this could be done without Vickie's excellent leadership, the support team at Lakeland House, Carolyn & Becca, and of course my fellow volunteer trustees. I am delighted to have recently welcomed a new trustee to the Board, Neil Ward, who brings considerable experience across local authority services, as well as strengthening the governance of the charity. It was particularly pleasing that the charity passed the IAQP, CQS, and ISO9001 audits this year.

Let me finish by thanking, on your behalf, the fantastic team of staff and volunteers at Age UK Barrow & District for doing an amazing and often unrecognised job in helping people in later life locally live healthy, active, and independent lives.

Martin Pettifor
Chairman of the Board of Trustees

A message from the Head of Age UK Barrow & District, Vickie Martin

2021-22 has been a great year for Age UK Barrow and District. We saw things slowly returning to a new normal following the pandemic and as most people found it easy to adjust, we found that wasn't the case for many older people who were struggling to deal with the aftermath of Covid.

People had lost friends and family members and were unable to process their grief, many were worried about leaving the safety of their own home and felt apprehensive about socialising again. Whilst some people have taken a little bit more time to adjust, they have been grateful for our support, encouragement and advice to help them to get out and about once again.

This year we have seen an increase in the number of complex queries and have seen the true impact the pandemic has had on so many people. We wanted to reach out to those people who had become isolated and lonely and be there to support them on their journey back to normality.

This year, we have established new social groups in venues around the community and have built up a great network with partner organisations. We wanted to create groups where people felt safe and welcomed, a place to meet old and new friends and learn new skills. People had become used to being indoors and had reported that they had seen a decline in their mental health, mobility and general wellbeing. It has been wonderful to be able to offer exercise sessions to older people to help them regain their strength and balance and increase their confidence.

As always, our dedicated team of staff and volunteers have not only been a great support to the charity this year, but also to me in my role as Head of Age UK Barrow and District.

We are a small team but we certainly make a big difference to our service users and their families. I feel extremely proud to lead such worthwhile organisation. We are often the first port of call for people who don't know where to turn or who to ask and one of the most rewarding parts of my job is seeing the difference we make to peoples lives and how one small enquiry can often lead to life changing outcomes.

My priority is to ensure Age UK Barrow & District is around for many years to come and to continue to provide support and services to the local older community.

Our strategic priorities for the coming year is to focus on growth and development and to increase capacity to ensure we can reach more older people, particularly those who are struggling with the cost of living crisis, fuel poverty and living in social isolation.

I am pleased to be able to report on Age UK Barrow & Districts' achievements and service provision for 2021 – 2022.



Vickie Martin

Head of Age UK Barrow & District



Our Vision

For local people in later life to feel safe, respected, and to have choice and opportunities to lead a life that is enjoyable, meaningful and suited to their individual aspirations

Our Mission

- We will work together with people in later years to offer services, support and education, to help them live healthy, socially active and independent lives.
- Our services and activities will be available throughout the local community and are provided either free of charge or at the lowest reasonable price.
- We will campaign passionately to remove age as a barrier to opportunity in Barrow and District.

Our Values

- We are proud to work here - we value Age UK Barrow and District, its role in making a positive difference and are proud of our ability to make an impact through our work and in our communities
- We care - we are inclusive, we support each other, treat everyone with respect, are accessible and listen & act in the best interests of all
- We go above & beyond - Excellence is the norm, we are only satisfied when we do our best, we strive to go above and beyond in all that we do
- We take responsibility - we value and respect individual and team contribution, taking responsibility for our own actions and their impact
- We innovate - We embrace new ideas, finding better solutions and ways to support our customers

Barrow & District.....

Our community, statistics & demographics



21.9% of people living in Barrow are aged 65 or over

35% of pensioners live alone

14.4% of households are in fuel poverty

12 Communities (LSOAs) in Barrow in Furness fall within the 10% most deprived areas in England.



10% of people over 65 in Barrow are experiencing income deprivation.

Hindpool, Barrow Island and Ormsgill in Barrow rank within the top 3% of the most deprived areas nationally.



The average life expectancy in Barrow-in-Furness is 77.7 years for males and 81.5 years for females; both significantly lower than the national average (Public Health England)

The district has significantly worse rates than the national average for: mortality from all causes, notably cardiovascular diseases; suicide; emergency hospital admissions for intentional self-harm; admission episodes for alcohol-related conditions; physically active adults; and adults classified as overweight or obese.



Over the next decade the population of Barrow-in-Furness is projected to decrease by 3.3% (England +5%), while the district's age profile is projected to become older; numbers of people aged 65+ are projected to increase by 8.7%.

Our Strategic Priorities



Our Service Users

Our service users will value and benefit from our services and are supported in later life to feel safe, respected, to have choice and opportunities to lead a life that is enjoyable, meaningful and suited to their individual aspirations

Our People

Our staff will feel supported and fulfilled in their roles and would recommend working for Age UK Barrow and District.

Our Stakeholders

We will work with local partner organisations to increase our referrals, capacity and positive feedback.



Our Finances

Age UK Barrow grows and increases income via business development to ensure our longevity to deliver services to older people for as long as we are needed.

Our Governance

Age UK Barrow has excellent governance, will ensure staff compliance with mandatory training and will continue to monitor and review risks.



Our Services



Age UK Barrow and District are a local, independent charity supporting older adults aged 55 and over living in Barrow, Dalton and Askam. We are a small team who are passionate about delivering quality services to enable older people in later life to feel safe, respected, and to have choice and opportunities to lead a life that is enjoyable and meaningful.

We offer a wide range of services including information and advice on a wide range of benefits and providing assistance with completing claim forms as well as, telephone befriending, social groups and physical activities. We rely solely on project grants and public donations to enable us to run our services.

We pride ourselves in providing a holistic service. People often contact us with a minor query which often leads to them being referred into one of our other services or signposted to various local organisations in order for them to receive help, support and advice. Age UK Barrow and District are the 'first port of call' for many older people who have no idea where to turn for help when they need advice about social care, money worries, housing and care issues.

In the last 12 months we have identified multiple safeguarding issues and have reported these to the local safeguarding hub as well as referring many clients over to the adult social care team, local mental health services and GPs.

Since the start of the pandemic, we have seen our third party referrals increase by 50% from professional colleagues including adult social care, the community mental health team and the case management team. Due to limited funding and staff capacity, we now have no option but to triage referrals and signpost clients to other organisations, which often result in them returning to us as they have been unsuccessful in resolving their initial query.



Information & Advice

The information and advice service provides support and advice on a wide variety of issues including welfare benefits support and fuel poverty. The service is one of our most utilised and for good reason. We have helped hundreds of elderly members of our community receive financial support and other forms of practical help such as blue badges, grab rails and mobility aids.



Telephone Befriending

The telephone befriending service is aimed at those people who are housebound, lonely or feeling isolated. Clients receive regular telephone calls from a volunteer or one of our coordinators to have a friendly chat and receive support.

Through this service, we have identified many people in crisis and referred them on for urgent support from other social and health care professionals



Handyperson

Our handyperson service offers a reliable, affordable service for everyday repairs and maintenance in the home and garden. He is fully insured and holds a valid up to date DBS check.



Nail Cutting

We offer an affordable nail cutting service, provided by a qualified podiatrist.

Brian has worked with our clients for many years and provides an excellent, professional foot care service.

Social Groups & Activities

We offer a comprehensive activities timetable suitable for people of all abilities.

Sessions range from social groups such as craft and knitting clubs to coffee mornings, games and chat groups.

Physical activity groups are specifically designed to improve peoples fitness, wellbeing, muscle tone and core strength.

Groups are organised by a team of activities coordinators and volunteers who offer a warm welcome to anyone wanting to come along and join in.

Retail

Our charity retail shop sells a wide range of quality used goods including, clothes, books, furniture, electrical items and general household items.

All of the money raised in our shop is kept locally to support the services Age UK Barrow and District deliver.

Volunteer Opportunities

Volunteers play a vital role in our service delivery. They are the heart of our organisation and without their support, we wouldn't be able to offer as many services as we do.

Volunteering has many benefits and can help people to meet new friends, learn new skills and increase confidence. We have many roles available and encourage people to come and join in!



Client Contacts 2021 - 2022

2021

Clients accessing our services
were female

1076

were male

3107

Clients accessed Age UK
Barrow & District
services

13,557

client contacts
=
an average of
4.5 contacts per client



1575

Of clients accessing
services, currently live
alone

879

Clients accessed Age UK
Barrow & District
Information and Advice
service

1103

clients who contacted us
were aged 75-84



Age UK Barrow & District Information and Advice Service provision 2021/22

It is a common theme when writing this report to detail increasing demand within The Information and Advice Department. However, this year has seen unprecedented demand. The word "crisis" can seem overused but unfortunately, accurately describes our current situation.

The current 'emergency' is due to a combination of complex factors. The lack of funding within The Adult Social Care Sector, for example, it is currently taking over six months to obtain an occupational health assessment. There is a shortage of social care staff, consequently leading to delayed discharge from hospital. Clients are concerned by potentially unsafe discharges, leading to a revolving door of hospital admittance. Clients tell us of the difficulty accessing GP appointments and the delay in non-urgent operations. In a world where services move to digital access, many of our clients do not have the necessary skills or equipment to engage.



Marie Connor
Information & Advice
Manager

In contrast to difficulty in accessing service is, we have Age UK Barrow and District.

Our offices are relatively easy to access, we have been a constant presence in the current location for over 20 years. The reception staff are approachable, knowledgeable and helpful. The value of word of mouth within this town, clients openly share their positive experience of our services, staff are local, highly knowledgeable and willing to go that extra mile.

The daily queues at our reception desk are relentless, the telephone ringing is constant, the third-party referrals via email are persistent. The work carried out during the pandemic raised our profile, however, we continue to struggle with capacity Vs demand.

The Information and Advice Service is a small team and consists of two full time advisors, but each with additional responsibilities, which impacts on waiting times and caseloads. We are assisted by our Reception/ Administration Apprentice.

We are aware that many of our colleagues across other Age UKs are feeling of the pressures the service is currently under and is a common theme at regional meetings with our problems mirrored throughout the charity. The increased demand and the pressure this puts on staff cannot be underestimated.

There is much made of the increasing demand on NHS Staff, Social Workers, and Social Care Staff, we often hear of the difficulty in recruitment and retention. We acknowledge the issues across these areas and have empathy for workers who, like ourselves are struggling.

Nevertheless, we in the third sector often feel overlooked. Those employed in the charity world do not seek employment in this area for recognition, awards or financial return.

Staff in this sector are of a "type" they come within these roles with a determination to make a difference, a mindset that there is a need to level the playing field, an awareness that we have not all been dealt the same cards. (Barrow-in-Furness falls within one of 10% most deprived districts in England)



Information and Advice Service provision 2021/22 continued....

Age UK National continue to provide support and advice to help us manage our ever increasing workload.

As we face increasing pressures, we often find ourselves saying “we cannot be all things to all people”. This is, until there is an elderly, vulnerable person stood in front of you that has been passed from one agency to another, no one taking responsibility, no one but us willing to help. The guidance we are given is to promote self-help guides, factsheets, signposting, and whilst these options are valid they are in direct contrast to an adviser’s ethos. Prior to the crisis our response would be, 'come in, let’s see how we can help'. The person-centred holistic way of working seems to have been relegated to a golden age of advice provision.

There is increasing demand from quality assessors, every aspect of our work is reviewed by outside auditors, each individual funder has their own set of reporting requirements. The pressure of ensuring each box is ticked whilst compulsory, steals valued time from client contact.

Given that the elements of this storm are many and complex so too are the solutions. Give clients digital skills to empower them is one answer, access funding so we build our team is certainly another solution. We must ensure that our contribution to the local area is recognised and valued.

The results of a storm are often rainbows. The bright light this year is the team. Though small, we are mighty, we work well together, we support each other and we share common goals. The strength of the team is due to our leadership, each member of staff is equally valued, respected and appreciated. The Information and Advice Department is immensely proud of the work we do, and the difference that we make to the local community.

We go home at the end of each day, feeling that the work that we do and what we have achieved, is invaluable. We have challenging times ahead, but moving forward we are determined to continue to be there for our service users, when needed, for many years ahead.



Helen Forrest
Quality & Compliance Manager
&
Information & Advice Advisor



Information & Advice 2021/2022 Outcomes

159

Winter Warmth
Fund grants of
£150
administered to
people
in fuel poverty

3812

Client
contacts

£1,274,169

Client income for
unclaimed and
backdated benefits

415

Successful
Benefit Claims

879

Total number
or clients
accessing the
I&A service

112

Blue Badge
applications
completed

642

EON Benefit
sessions
completed

186

Successful
Attendance/
Disability Living
Allowance claims



Winter Warmth Fund 2021/22

Age UK Barrow and District are pleased to have supported Cumbria Community Foundation by distributing this years Winter Warmth Fund Grant.

Our Information and Advice team took the opportunity to assess clients who had applied for the Winter Warmth Fund grant by offering a free and comprehensive benefit check to ensure they were receiving the correct level of income. We assisted them to complete and submit the lengthy application forms.

We also offered a free home energy check which consisted of giving advice on keeping warm and well during the winter months, assistance with finding the most cost effective energy supplier and hints and tips on how to save energy around the home.

159

Total number of grants awarded to people in receipt of state pension or pension credit

£26,400

Total amount of funding received from the Winter Warmth Fund Grant

16%

of people that received the Winter Warmth fund grant this year, were identified as not being on the correct level of benefits

£114,749

the total amount of unclaimed and backdated benefits processed for clients who received this years Winter Warmth Fund Grant.

93

People who received the winter warmth fund, also received a free Home Energy Check, consisting of advice on how to stay warm and well during the winter months, ways to save money on energy and assisting with sourcing the most suitable energy tariff



Information & Advice Case Study

Roses' Story

Rose had been living on a limited income since her husband passed away two years ago. Her income consisted of her State Pension and her late husband's occupational pension. Rose approached us, as a neighbour had told her that she should not be paying for her TV Licence given that she was now 75 years old. We advised Rose that to be eligible for a free TV licence she needed to be in receipt of Pension Credit, and unfortunately given her income, she was not eligible for this benefit.

We advised her that she may be eligible for Attendance Allowance, We completed the form on her behalf and posted this to DWP, along with supporting evidence. Rose received a comprehensive letter detailing the advice she had been given.

We talked to Rose at some length and she told us that she had osteoporosis for some years. She experienced real difficulty with self-care and relied on her daughter to help with showering and dressing and advised that she struggled with stairs, getting in and out of chairs and had a number of falls.

We were able to backdate this request to first contact given our Alternative Office Status. Rose was duly awarded Attendance Allowance at the Higher Rate of £92.40 per week and was very appreciative. She was surprised to learn that receiving a disability benefit linked her to further benefits including full Council Tax Support of £19.81 per week and Pension Credit of £48.64 per week. In addition, Rose was now entitled to a free TV Licence, free dental treatment and would automatically be entitled to The Warm Home Discount.

Given her mobility issues we also completed a Blue Badge Application, and Rose has now received this badge and tells us that she feels it has helped enormously enabling her to leave the house and attend social events without feeling a nuisance. Rose was struggling with getting in and out of the shower and a referral was made to Adult Social Care and client has now been supplied with a number of aids and adaptations that will help to keep her safe at home.

"She said "this has made a huge difference to my life, I get out of the house more, can employ a cleaner, and have the heating on more often. I only came in to ask about my TV Licence and i'm now £160.85 a week better off. I didn't expect this, I am so grateful. I had no idea of the help I could receive, thank you so much"





Telephone Befriending



Our telephone befriending service was initially started at the beginning of the pandemic as a way for us to keep in touch with regular clients and volunteers. Over time we have seen it grow into a popular and much needed service. It has become a vital lifeline to many older people who are vulnerable, isolated and housebound.

Between 2021 and 2022, we saw a shift in the type of referrals we were receiving, more were from professional organisations rather than the concerned family members who lived too far from their parent or relative to give support. Many clients who had joined the year before Covid, were now venturing back into the new normal this virus had left us with. They no longer felt they needed support and they left us knowing they could always rejoin the service if they needed to. When things started to settle, the majority of the referrals started to come from other professional and statutory organisations. They were trying to find more support for those people on their current caseload, who had become isolated due to ill health, bereavement and lack of the social life they used to have for whatever reason. There were more Mental Health referrals as the fallout from the virus unsettled people and those who had been ill or had lost people, were disabled and had difficulties leaving the house, came to the fore. With more funding the service could expand to face to face befriending and support for those who would like company to go to hospital, to the supermarkets etc, the possibilities are endless. The Befriending Service has indeed proved a valuable project, helping people in many ways such as identifying safeguarding issues and referring them to the most appropriate service, finding specific help for example, sourcing new white goods, and referring back to others who may be able to help further, such as the Vision Support team. We have referred into our own team also and we have lost count of the amount of help we have received for our clients from our very own information and advice team.



Jackie Hyles
Telephone Befriending Coordinator

"Overall, this service is not just providing contact with those most vulnerable, it has proven that we are a vital link in the chain of support for those who really need it"



"For me, the duration of my calls became longer. Some people would talk at length and now they had the service they needed, the company they were missing and a point of contact for any help or information they may require. It became apparent that some people had not left their homes for some time"

It was commonplace for someone to say "It has been so nice to talk to you, I have not spoken to anyone since this time last week"

Jackie - Telephone Befriending Coordinator

We saw good working relationships formed between the volunteers and their clients. The very caring team of volunteers set their own times with the client, often for more than once weekly and for some, daily calls were being made.

Volunteers suggested about actually meeting their clients and after speaking to clients, realised it was what they also wanted to do.

After some planning and team discussions, we found a venue at the local leisure centre to hold face to face meetings between clients and volunteers. The meetings went on to become a weekly occurrence; those that could leave home safely, met their volunteers over a coffee with Sharon and Jackie the befriending co-ordinators, and Tracey the volunteer co-ordinator there to support.

With more funding the service could expand to home befriending and support for those who would like company to go to hospital, to the supermarkets etc, the possibilities are endless.

The Befriending Service has indeed proved a valuable project, helping people in many ways, for instance referring into safeguarding with concerns, finding specific help such as sourcing new white goods, and referring back to others who may be able to help further, such as the Vision Support team. We have referred in to our own team also and I have lost count the amount of help we have received for our clients from the information and advice team.

The telephone befriending service is not just providing contact with others it has proven to be a vital link in the chain of support for those who really need it.

13

New volunteers have joined the telephone befriending service

89

Clients are currently accessing the telephone befriending service

11

clients are currently on our waiting list

27

Volunteers make regular calls and are supporting our telephone befriending clients

63

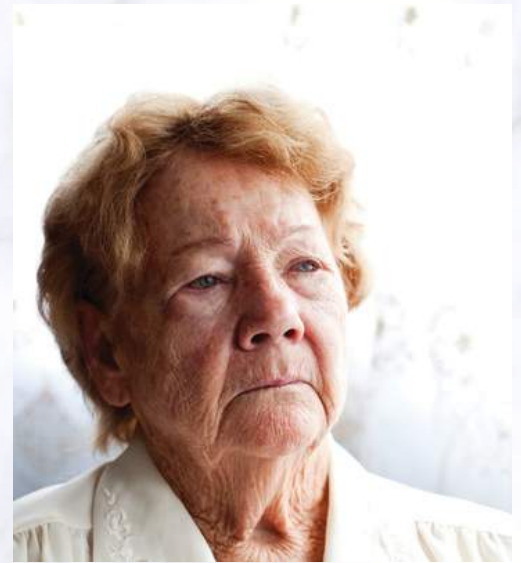
Clients no longer require the support of the telephone befriending service.



Telephone Befriending Case Study

Mrs B, 73

Mrs B, is a 'young' 73 year old, retired nurse, who lives alone in local authority housing. She has a long history of mental health issues as well as some physical issues. Her Mental Health conditions stem from complex relationships throughout her life. However, she has managed to get through difficult times without help from family and eventually found herself in a new, caring relationship and went on to re marry. Originally from out of town, Mrs B moved to Barrow due to her husbands job. She didn't have many friends and often felt let down, ending up helping others more than she gained help herself. Mrs B has a variety of pets from years of being an animal lover.



This lady has been known to many services in the Barrow area for some time and was initially referred into our Telephone Befriending service by the local Adult Social Care Team due to struggling with low mood.

During early conversations with our befriending coordinator, Mrs B was talkative and light in mood. Chats would be light hearted, often talking at length about her animals.

As time went on, Mrs B's mood started to decline which was noticed by our Information and advice staff when conducting a benefit check where she disclosed that she "no longer wanted to be here".

The befrienders would allow this lady to talk, often touching on areas of her life which had greatly affected her but also trying to help in other ways as problems arose.

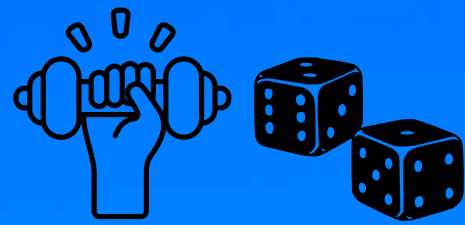
She unfortunately sustained an injury and was unable to get out of the house for shopping.

Age UK Barrow organised emergency food supplies, both from us and Barrow Foodbank.

As well as providing Mrs B with regular telephone befriending calls, we also carried out a financial review and benefit check.

In February 2022, our telephone befriending coordinators became concerned for Mrs Bs welfare when she failed to answer her mobile telephone or landline for several days. She struggled with her overall mobility and her mental health, so our coordinators carried out a home visit. When they arrived, she was reluctant to answer the door and was in an agitated state. Staff were concerned that there may have been a decline in her mental health so, with her consent, the coordinators contacted her GP. The coordinators stayed with her until the GP responded and the crisis team arrived. The following day, Mrs B called the befriending coordinator, she sounded so much better and thanked the Age UK Barrow team for all of their help. She said she was grateful knowing that some people *"really did care about me"*.

Being there in her real time of need and giving her a listening ear to discuss things as well as limiting some of the isolation she is feeling due to her feelings of insecurity amongst others.



Social Groups & Activities

Age UK Barrow have always offered social groups and activities through various projects.

Prior to the pandemic, we offered a comprehensive timetable and provided a safe and welcoming environment for older people to come along and meet new people and socialise in a relaxed setting. Following the sale of our main building, Lakeland House, in 2021 where all of our activities and groups were previously held, we had an exciting new challenge to start from scratch with our timetable. We wanted to reach more people within the community and hold sessions in various venues in and around the local area.

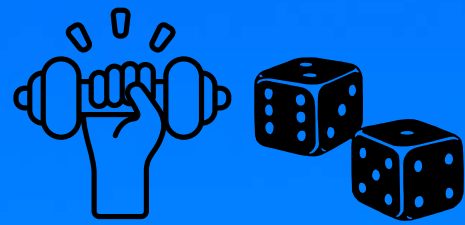
By securing funding towards the end of 2021 from the Population Health Investment Fund and being part of the Optimal Aging, Live Longer Better pilot programme, we were able to establish some physical exercise sessions, OTAGO, which is specifically tailored to improve peoples, muscle tone, core strength, mobility and wellbeing.

We were also able to start a small social group in The Forum in Barrow town centre. This group became very popular, very quickly and soon developed into a knit and natter group, eventually splitting off into several smaller groups. People were excited and enthusiastic to start returning to Activities and socialise with friends once again.

Lorna was appointed as our activities coordinator and she quickly created her own activities timetable which has grown and grown. Lorna said *"the real fun and games began, as we were in a position to start thinking about opening up groups again for the first time since the pandemic. After careful planning I secured a free venue with The Forum and we trialed a new Knit & Natter group"*

"Initially there were only a few clients for the first few weeks. But, If you build it they will come! and they did! As awareness of the group increased, we quickly had a new, full group of people coming out every Thursday. We began to focus on our annual 'Big Knit' smoothie hat campaign which gave everyone something to focus on and targets to aim for!"





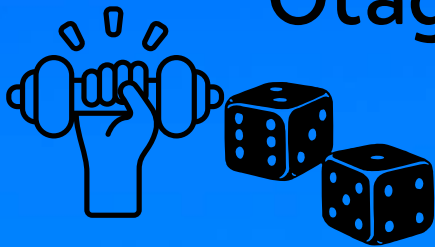
OTAGO

Older people have struggled with their mobility throughout the pandemic and, due to the lack of physical exercise, this has significantly affected and reduced peoples overall mobility, increasing their risk of falls and frailty. By using the space and facilities within Life Leisure, we were able to host a number of physical activity sessions. Our aim was to increase older people's general wellbeing, both mentally and physically. People were clearly struggling with the effects of both lockdowns and, in particular, the effects of social isolation and loneliness. With the allocated funding, it allowed us to work with Life Leisure (now Barrow Park Leisure) and their qualified instructor to deliver Otago, an evidence based falls prevention programme proven to reduce falls by 35% amongst high-risk older adults. The programme comprises of several strength and balance exercises as well as a walking programme that clients can do at home. We appointed an activities coordinator who worked to identify suitable clients who had previously attended exercise sessions with Age UK Barrow prior to the pandemic. As the classes started, they grew in popularity and we saw numbers increase. We started by offering a 10 week beginners course which consisted of three 1 hour sessions per week and each class was attended by 17 clients. Everyone received an exercise guide, ankle weights and resistance bands to use during the class. This resulted in 394 attendances overall!

We quickly gained a good following and clients were attending up to 3 classes per week. Once the 10 week course came to an end, we introduced an intermediate course for those beginners to progress onto the next stage of the Otago. We have gone on to expand our sessions and are now delivering them from several venues in the community to widen our reach. In total 39 people currently attend the various Otago sessions being offered from various locations around the district.



Otago case studies and outcomes



We asked our clients to tell us how they felt at the beginning of the programme compared to how they felt at the end.

Overall, the sessions have had a positive impact on people's general wellbeing, overall mobility and mental health. People who initially scored poor or just ok went on to score good or excellent. Those people who scored low initially, went on to report a significant improvement at the end of the programme.

Client Comments & Feedback

- Very helpful in assisting balance and General Mobility. Good social balance within the group
- Still hoping to come to classes but a lot on with the jubilee and a holiday. I enjoy the classes very much
- Difficult for the instructor to keep people with different level of fitness happy but it seems to work okay
- Enjoyable, time went quickly, Happy with the present location
- Happy with programme
- I would go more often, only I have other commitments
- Nicola is really helpful & adapts to people's capabilities. Great instructor
- The organiser and instructor is very helpful and friendly
- All good, Thank you
- Since attending OTAGO I have lost 7 Pounds in weight
- Classes were very friendly, only able to come now because of change of venue
- I really look forward to the classes as it helps talking to other people with the same problems and find the exercises are just enough for me



"Since joining the groups my social life has improved immeasurably and I have formed many new friendships. The OTAGO has also helped with my general fitness, my posture is good and my walking distance has improved. Age UK Barrow have helped me sort out my financial situation. My overall wellbeing has improved dramatically through Age UK Barrow's Staff and activities"



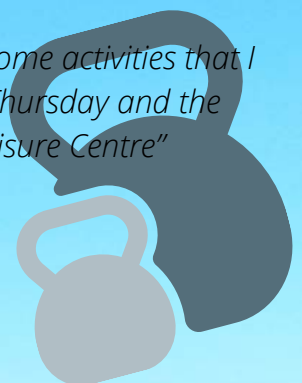
Mr T took early retirement in 2016 due to ill health. His condition affected him socially and he was no longer able to play crown green bowls, which he had played for over 50 years. He was also affected physically and was no longer able to walk any distance, which impacted on his social life.

He began to withdraw from a normal life as he did not have many friends locally.

In 2021 he was diagnosed with stage 3 Cancer which was resolved by surgery later that year. Mr T said *"It was emotionally draining, especially having gone through the COVID pandemic unscathed. The Cancer scare made me think about my life as it was and how I could improve my social, physical and emotional life"*

He was advised to contact Age UK Barrow and District with regards to his wellbeing and ask about other services that could help him with his financial status.

He said *"Age UK Barrow, told me about some activities that I could join such as coffee mornings on a Thursday and the OTAGO Fitness program at the Barrow Leisure Centre"*



Audits & Governance



Age UK CQS Charity Quality Standard

Our achievement of the Age UK Charity Quality Standard recognises the high standard of our performance as an organisation. It certifies that we are well governed and managed; have a clear direction and strategy; and are committed to ensuring the well-being and safety of older people, our staff and volunteers.

IAQP Information and Advice Quality Programme



The Age UK Information and Advice Quality Programme (IAQP) shows that we offer a quality assured service. It demonstrates our commitment to providing consistent, relevant and effective advice; to customer care, and that our service has clear and relevant procedures in place to manage the delivery of good quality information and advice to clients.

ISO9001

The ISO9001 is a quality management system which is a clearly defined set of business processes. Together with the relevant documentation, it defines our commitment to creating products and services in accordance with pre-defined standards. We can provide detailed information about processes and responsibilities within our organisation. It ensures that our business delivers to a consistently high standard, together with a plan to continually measure and improve every aspect of our operations, within the appropriate regulatory framework.



2021 was definitely the year of the audits here at Age UK Barrow and District!

The above audits were all due for renewal within a few months of each other. This meant a considerable amount of work was necessary to ensure that Age UK Barrow and District continued to meet the requirements of our brand partnership and also to ensure the continuation of various projects which Age UK Barrow and District rely on with regards to funding e.g. EON. Previous audit paperwork was considerably out of date so all policies, procedures and relevant evidence had to be created from scratch.

IAQP was the first audit that we needed to complete and was a fantastic grounding for the other two audits due to the amount of detail needed and the supporting evidence required. All of the current policies and procedures needed to be rewritten due to the considerable amount of adjustments to the office since the last audit was completed, including office/staff/project changes and of course Covid.

The amount of work required to complete and finalise the stated audits was extensive and was completed on top of everyone's day to day work. All audits were passed, the IAQP auditors in particular gave fantastic feedback, stating that the work presented to them was of 'exceptional quality' and 'made it easier for them to complete their assessment' 'The service had prepared meticulously for the SMR and supplied a considerable amount of written and documentary evidence, which was very well categorised. The organisation and I&A Service have a very thorough and well indexed set of policies and procedures.'

Moving forward, the policies and procedures we now have in place will be monitored and updated to ensure that all 3 audits continue to be met. It is vital that we make sure that everything is up to date thus guaranteeing that we are ready for the next audit process and inspection in three years time.

This is an ongoing piece of work and Helen, our Quality and Compliance Manager will ensure it is completed to the exact standard required to continue to meet all requirements of each individual audit, ensuring that Age UK Barrow and District provides the quality service it is renowned for.

" My role as Quality and Compliance Manager is to ensure our policies are followed, kept up to date and reviewed within the specified timescales.

This ensures good governance, and it lays the foundations for us to build upon to meet the standards required from essential audits"



Helen Forrest
Quality & Compliance Manager

Volunteers



"My name is Tracey Schofield. I am the volunteer and services coordinator for Age UK Barrow & District. I really enjoy the role, especially the social aspect.

I am the happiest when I am meeting with volunteers and clients in social group settings. I get a lot of satisfaction from seeing how the services we provide, make a difference to peoples lives. I often hear volunteers say the same when they are asked, why do you volunteer? Their response, always a very positive one

The pandemic unfortunately put a hold on the delivery of social groups for Age UK volunteers and clients.

As restrictions following the Pandemic started to ease at the end of 2021, Age UK staff and volunteers were very keen to get back to a new kind of normal.

The sale of Age UK building and a reduction of staff numbers meant a new community based social activity programme was being introduced. Volunteers had lots of great ideas as to how they would like to move forward so It was time to put it all into place"

Volunteer Training

It is important to us that our volunteers feel valued and supported as well as receive appropriate training to help them carry out their roles safely. We teamed up with Cumbria Adult Learning who delivered health and safety training. This was delivered in small groups of 8 over 6 short sessions. Volunteers were happy to attend the training and understood that it's an essential part of their role. The training also covers safeguarding and the Mental capacity act. Over the past year Community Adult learning have also delivered Befriending training to some of the Befriending volunteers and have specifically tailored training packages according to our role specifications.



I would like to say a huge thank you to all of the amazing Age UK Barrow volunteers. It has been a difficult year adapting to the changes but you have embraced those change and delivered an exceptional service to clients. I hope next year will be even more successful! I am very proud of you all.





Volunteer Celebration event

This year, we felt it was important to formally recognise and acknowledge the outstanding contributions, dedication and hard work of our volunteers.

The trustees wanted to hold a celebration event to thank as many of our volunteers as possible who contribute so much time and effort to help us to deliver our services, without which, we would not be able to provide such great projects.

The event was held at The Forum in Barrow in November 2021 and was attended by Age UK Barrow and District staff, volunteers and trustees.

Staff prepared presentations and spoke passionately about Age UK Barrow's current services and acknowledged the work and support that volunteers give each day.

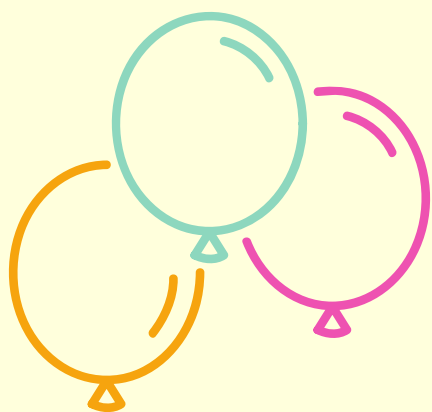
Awards were given to those volunteers who had been with us for many years and had made an outstanding contribution in their roles.



We wanted this to be a special event to thank our volunteers for their contribution



Our shop volunteers enjoyed some well deserved time away from the shop floor!



The event was a great opportunity for all of our volunteers to come together to share their experiences.



Volunteer Celebration event



Some of our long serving volunteers enjoying the afternoon celebrations



Julia and Roy were new volunteers to Age UK Barrow who joined us during the pandemic. They have stayed with us and now volunteer in many social groups and community events.



Age UK Barrow staff spoke about the difference that volunteers make to our services.



Martin, our chairman, thanked volunteers for their outstanding contribution



Volunteer Awards



Art & Creativity Award

This award was given to Roger, who has shown a creative flair whilst volunteering. This has resulted in some wonderful items that have been sold and generated essential income for the charity.



Community Involvement Award

This award was given to Julia and Roy who have worked tirelessly in the community to support Age UK Barrow and District in many different ways.

They always have a smile and are very willing to help. They travelled around the community visiting clients during the pandemic, they have spread the word to other organisations, clients and businesses in the local area. This has resulted in many people getting support.

Long Service Award

This award was given to Ken who has shown commitment to the charity for the longest amount of time. Always showing dedication and has worked hard and has been a volunteer with us for over 20 years

Health & Wellbeing Award

This award was given to Bryony who looked after others whilst carrying out her own volunteer role. She has shown kindness to fellow retail volunteers and always makes time for others.

Bryony has since gone on to become a regular employee with Age UK Barrow and is excelling in her role helping with home energy checks and social groups administration



Young Volunteer Award

This award was specifically for a young volunteer under the age of 25. Jordan has supported the charity with enthusiasm and maturity whilst working through his own barriers to help others.



Volunteer Awards



Age UK Barrow and District Special Recognition Award

This award was given to Lorna following her commitment and dedication to Age UK Barrow during the Covid pandemic. She was a wonderful support to clients and formed solid links with local businesses and sourced many donations to include in emergency food parcels. Lorna has since become an employed member of the team and is doing a wonderful job as Activities Coordinator.



Social Group Participation Award

This award was given to John, who has helped in many different social groups and activities. He has always been willing to help, even when stepping outside of his comfort zone. He has helped and supported many people to access different groups at Lakeland house over many years and has shown kindness and support to everyone.



Making A Difference Award

This award was given to Gill who had helped to secure funds via her role as Community Champion for ASDA, to buy items for social groups. Without her help, many of the groups and social events would not have been possible.

She continued to befriend clients during the pandemic whilst carrying on with her own community work.

Getting The Job Done Award

Sheila really did step up, and during difficult circumstances. She goes above and beyond to make sure her work is always carried out to the highest standard.

She is a huge support to our shop manager, particularly when we moved into new premises whilst adapting to a big change. All of which makes a huge difference to the smooth running of charity shop.



Silver Sunday ~ 3rd October 2021

Silver Sunday was initially launched as a local campaign to tackle loneliness and isolation, It is now a national day where people of all generations can come together by hosting fun and free activities for older people. It is a day where older people can meet new people, visit new places, try new activities and connect with their local communities and the generations around them.

Each year, Age UK Barrow and District are proud to be involved in Silver Sunday and this year saw our most successful and celebrated event to date.

The day was filled with events, stalls and stakeholders who were there to promote their services to older people living in the community.

We invited the local Fire Service who handed out information about fire safety and offered to carry out free checks in peoples homes. This year even saw a fashion show, showcasing some wonderful items from our charity shop! People enjoyed a three course lunch, live singer and ladies choir and a fantastic raffle with prizes that had been kindly donated by local businesses.



The event was sponsored by our local ASDA supermarket and their Community Champion, Gill, who has worked with and supported Age UK Barrow and District for many years.



“Silver Sunday is a day that offers us all the opportunity to focus on older people’s contributions to our communities and to our society. Different generations gather together across the UK to celebrate their elders and to make new friends, through a variety of fun, free activities that range from tea parties to curling to Zumba dancing. As a member of Silver Sunday’s target audience, I can honestly say that it is a completely brilliant initiative.”

The Queen Consort
Silver Sunday supporter

Silver Sunday



Sue our shop manager and her volunteers brought along some lovely donated items from our shop stock to sell on the day. Our team of amazing models of all ages strutted their stuff on the catwalk, showcasing some of the wonderful stock we had in store.



This years event was attended by over 100 guests and stakeholders from the local community



Silver Sunday is a great opportunity to showcase and promote the work carried out by Age UK Barrow and District



Charity Shop

Our charity shop is vital in supporting the work of our organisation. All of the funds raised are kept locally and go directly to Age UK Barrow and District to support our services and keep them going.

Sue, our shop manager does an amazing job of making sure the shop is well stocked and organised to enhance our customers overall experience each time they visit.

We are proud of the shop and our customers always compliment the décor and customer service daily. We have developed a loyal customer base and many have become friends visiting weekly and sometimes daily. Many say we don't look like a charity shop, we pride ourselves on displaying stock well and thinking about product placement.



Sales have been steady with the usual dip expected during the summer months. We had seen a decline in amount of furniture and clothing donations for a few weeks but this has improved. Having discussions with other Charity Store Managers, this appeared to be a trend across the board. We have had some exceptional quality single item donations recently with furniture, clothing and jewellery.



I recognise that as a shop we do many things, ultimately, we raise vital funds to support the work of Age UK Barrow and District, but we are multi-faceted. We are a signpost and champion to Age UK Barrow services and can direct customers where they need to be by giving them advice on the services and activities that are available to them. We offer conversation and a friendly face to customers with a warm welcome.



Charity Shop Volunteers

At Age Uk we provide a safe and friendly environment for the volunteers to work, where they feel valued and part of a team. They have developed friendships and show team spirit and recognise their worth.

We have recently been joined by three new volunteers which has been very welcome as this year has seen some absences due to ill health and much needed holidays. They have settled in and become an integral part of our team.



Ken (L) is our PAT tester and checks and certifies all donated electrical goods before they are put out onto the shop floor. Jack and Alan are both great with our customers and operate the till and process sales.

"It's great working here, I enjoy myself every day, doing my little jobs has given me purpose, I've made new friends and laugh every day"

Maz



"I love it, I look forward to coming, everyone is so nice and the day whizzes by. I'm thinking of doing another day too, I just like it."

Lisa



"I was worried when I started but everyone is so nice and I get to do lots of different things and there is always someone to chat to. Customers are really nice too."

Elizabeth



Learning Opportunities - Being an apprentice with Age UK Barrow & District

As our team was growing, we wanted to give a young person the opportunity to join our Age UK Barrow and District family so, we reached out to Furness College who assisted us in the recruitment and appointment of a Business Administration Apprentice. After meeting several candidates, we appointed Rebecca who had just finished secondary school and was looking for an apprenticeship in an administration environment. Initially, Rebecca was given training in customer service and reception, as this would be the main aspect of her role.



She quickly adapted to the tasks and daily workloads and has become an asset to the Age UK Barrow team whilst working towards her level 3 business administration qualification.

Rebecca's story

During my time as an apprentice at Age UK I have gained a great deal of knowledge and experience working with the older community. I have really enjoyed being a part of the day to day operation of the office from greeting clients to helping them with their queries and referring them for benefit checks and advice. In my job role I have been exposed to a wide variety of people and situations, this has required me to grow my skills in communication and step out of my comfort zone. My confidence has grown massively since joining the team and I continue to learn new skills every day. As well as mainstream IT skills, I have picked up a wide range of helpful skills working with office equipment and tools. I am competent in using photocopying and scanning equipment to upload them onto our database and post them for assessments.

I have also become confident in answering the phones and managing difficult queries and issues. A lot of the time I deal directly with clients and have developed transferable skills like decision making and problem solving when handling situations face-to-face.

I am also the first contact clients have when coming to Age UK Barrow so I am able to discuss a variety of different services that we provide including giving information on how to become a volunteer, the befriending services, booking clients on to groups and activities, our charity shop, handyperson, nail cutting service and referring them to our Information and Advice team.

I have also worked through the administration process of the Winter Warmth Fund from October 2021 to March 2022. The process entailed, taking general details and having the knowledge to discuss the grant and its application process whilst answering any queries. This period was very busy and I have gained skills to help me reflect on the process as a new experience and look into the demand of people who really need our help and support.

We successfully completed 159 Winter Warmth Fund Grants of £150 delivered to those in poverty. I was also able to be a part of the introduction to the new groups and activities, helping with the knit and natter groups, attending coffee mornings and offering IT support; it was a great opportunity to go out into the community and see what we do in full action. I have also worked in our charity shop and gained some retail experience whilst working with a group of volunteers. It was great to see the day-to-day operation and help the shop manager with donations, sorting stock, taking payments, assisting customers and liaising with the volunteers.

Overall, my experience with Age UK Barrow and District has been wonderful, I enjoy coming into work and creating a positive environment for our older generation, whilst making a difference within our community. My apprenticeship has allowed me to take on responsibility, working independently and within a team. I have confidence within myself to communicate with all departments and help provide a knowledgeable and informative service to our clients.

One of the main benefits of working at Age UK Barrow and District is that you feel welcomed and supported by your peers and are openly encouraged to share your thoughts and ideas. I am very proud to be a part of a brilliant team and community.



Rebecca, Helping Lorna during a Christmas hamper food collection!



Rebecca enjoyed Silver Sunday and spent time speaking to older people about their experiences of living and working in Barrow.



Since 2020 we have been working with other local voluntary organisations and Cumbria County Council to deliver much needed support to families and vulnerable adults over the winter period.

We know that Christmas can be a joyous time for many to celebrate with family and friends, but for others, it can be a time of stress, isolation and hardship.

We could see the financial impact that covid had on many households so we all worked together to spread some joy and support over the festive period.

Whilst The Salvation Army, Barrow Foodbank, Project John, Spring Mount and Drop Zone Youth Project supported young people and families, Age UK Barrow and District provided wellbeing hampers to older people living in the local community. With generous cash donations from the BAE Give As You Earn scheme and Cumbria County Council, we were able to purchase hamper items such as tinned food, luxury biscuits and hot chocolate.

100 parcels were delivered in one day and we worked together to create a delivery route for each team of volunteers. People really wanted to get involved and spread some festive cheer. We couldn't have done it without their commitment and dedication.



'it's absolutely made my year, I couldn't believe it when there was a knock at the door and a lovely young man was there with a lovely parcel, filled with such wonderfully chosen items, I can't thank you enough'



Panto Time



**A group of volunteers, staff and clients went along to a private performance of this years wonderful panto at The Forum in Barrow
A great afternoon was had by all. Lots of laughter and singing.**



Funding, Grants & Projects

We rely solely on funding and grants to deliver essential services such as telephone befriending and social groups and activities. Without this financial support, we could not provide such worthwhile projects. We look at what's needed in the community and listen to our service users to gain an insight into the kind groups that would benefit them. We work closely with other voluntary sector organisations to gain information about what's happening in the most deprived areas to create and adapt our services to suit the needs of our service users.

We have been extremely fortunate to have successfully secured money from the following funders to enable us to continue with vital services to support older people. A big thank you to the following funders who were able to contribute to Age UK Barrow and District this year.



Arnold Clark Community Fund - £1000 to support our telephone befriending service



£10,000 to support with Social Groups and Activities from the Pappagallino Fund

£5000 to continue our telephone befriending service



Walney Extension Community Fund in conjunction with Orsted £13,557 to support with our Telephone Befriending Service



Population Health Investment Fund

£10,000 to support Social Groups & Activities

£6443 to support telephone befriending



Optimal Aging Support Programme

£1000 to launch the optimal aging support programme including commencement of physical and social activity groups.

Administrative Information

Trustees

Martin Pettifor - Chair

Richard Cupid

Oliver Pearson

Sue Ferm

Richard Spenceley - *(Resigned February 2022)*

Consulting Chief Executive

Teri Stephenson

Management Team

Vickie Martin - Head of Age UK Barrow

Marie Connor - Information & Advice Manager

Helen Forrest - Quality & Compliance Manager

Sue Gibbons - Retail Manager

Staff Team

Carolyn Hodgson - Senior Admin & Finance Assistant

Lorna Simpson - Community Support Officer/Activities Coordinator

Becca Rigg - Business Administration Apprentice

Jackie Hyles - Telephone Befriending Coordinator

Sharon Tucker - Telephone Befriending Coordinator

Tracey Schofield - Volunteer Coordinator

Steven Wilson - Handyperson

Bryony Gibbons - HEC & Social Groups Administrator

Principal Charity Office

Lakeland House, Abbey Road, Barrow In Furness, Cumbria, LA14 1XL

Registered Charity Number

1149975

Registered Company Number

8224619

Bank

CAF Bank, 25 Kingshill Avenue, Kingshill, Westmalling, Kent, ME19 4JQ

AGE UK BARROW AND DISTRICT LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the new year ended 31 March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019.

The Trustees are pleased to present their report together with the financial statements of the Charity for the 12 months ending 31 March 2022.

Legal and administrative information is incorporated within this report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

The financial statements comply with current statutory requirements and the Statement of Recommended Practice - Accounting and Reporting by Charities 2019.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The organisation's purpose remains to improve the lives of older people residing in the Borough of Barrow and District. We will work with older people to help them retain their independence and exercise real choice in their lives. Our services and activities are available to all older people in our Borough and our charitable services are provided either free of charge or charged by us at the most reasonable cost viable.

Our Vision Statement is:

Age UK Barrow and District will work with and for older people to provide a wide range of quality services and activities. It is dedicated to improving and maintaining this aim.

Age UK Barrow and District aims to be an effective organisation that listens to, and is influenced by, its users and the wider community, it will work towards the removal of age as a barrier to opportunity and choice for all.

Our main aims are to:-

Increase the range of our target market who use our services and products

Increase the range of services available to older people

Increase demonstrable quality in all areas of operation

Ensure stakeholder involvement in determining our direction

Increase relevant skills base and knowledge of personnel,
both staff and volunteers

Maintain adequate reserves and increase financial security

Develop partnership arrangements where feasible and desirable

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

AGE UK BARROW AND DISTRICT LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Although an independent local charity, Age UK Barrow & District is a brand partner with the national charity Age UK and a member of the Age England Association of Age UK brand partners.

The organisation was established in February 1979 with the constitutional aim to "support and improve the quality of life for all older people living in the Borough of Barrow-in-Furness".

Organisational structure

The Board of Trustees is the body responsible for the overall governance, management and direction of the charity. The trustees are responsible for ensuring that the organisation operates within the law and to a high standard.

They are led by the Chairman who works in partnership with the Chief Executive in identifying the vision of Age UK Barrow and District and the strategic direction it will take. Decisions on the day to day operation of the charity are delegated by the Board to the Chief Executive and subsequently the management team.

Nominations to the Board may be made by the Board itself or the organisation may also seek to recruit Trustees by word of mouth or through voluntary sector/specialist press.

All new Trustees, following NCVO Standards of Good Governance undertake an induction programme and are given a copy of "CC3 The Essential Trustee: What you need to know".

The Trustees are responsible for:

Ensuring that the Charity complies with its governing document, charity law and any other relevant legislation or regulations

Ensuring that the Charity pursues its charitable objects

Ensuring that the Charity does not spend money on activities not included in its own objects

Making an active contribution: giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets

Safeguarding the good name and values of the Charity

Ensuring the financial stability of the Charity

Protecting and managing the property of the Charity and ensuring that the Charity's funds are properly invested

The Trustees have overall responsibility for ensuring that the charity has appropriate systems of internal controls in place across the organisation. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and ensure that financial statements follow best practice.

The Charity is committed to the on-going development of quality assurance through all parts of our organisation, through continuous improvement and self assessment and adherence to set standards. We continue to hold ISO 9001 quality standards.

Risk management

The Trustees have responsibility for implementing a managed approach to risk management.

The Trustees have conducted their own review of the major risks to which the organisation is exposed and systems have been established to mitigate those risks.

The organisation has a register which is regularly monitored and assessed to evaluate identified risks and identify new risks. They have considered the likelihood of occurrence, the potential impact of identified risks and the controls already in place to mitigate those risks together with the need for further action where necessary.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08224619 (England and Wales)

AGE UK BARROW AND DISTRICT LIMITED

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Registered Charity number

1149975

Registered office

Lakeland House
Abbey Road
Barrow-in-Furness
Cumbria
LA14 1XL

Trustees

S Harris Project Engineer (resigned 24/6/2021)
O Pearson Independent Advocate
R Cupid Duty Officer
Mrs S M Ferm Consultant
M Pettifor Director
R W Spenceley Ships Captain, Merchant Navy (appointed 8/4/2021)

Independent Examiner

RfM Ulverston Ltd
Bellevue
Princes St
Ulverston
Cumbria
LA12 7NB

Approved by order of the board of trustees on and signed on its behalf by:

.....
M Pettifor - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE UK BARROW AND DISTRICT LIMITED

Independent examiner's report to the trustees of Age UK Barrow And District Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Paul Charles Newsham ACA

Date:

RfM Ulverston Ltd, Bellevue, Prince's Street, Ulverston, Cumbria LA12 7NB Tel 01229 582149
117 Duke Street, Barrow in Furness, Cumbria LA14 1XA Tel 01229 820003
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A list of the names of the principals is available at the registered office.

Registered in England and Wales
No. 11356692

AGE UK BARROW AND DISTRICT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	91,537	32,932	124,469	361,968
Other trading activities	3	127,733	104	127,837	39,970
Investment income	4	<u>925</u>	<u>-</u>	<u>925</u>	<u>100</u>
Total		<u>220,195</u>	<u>33,036</u>	<u>253,231</u>	<u>402,038</u>
EXPENDITURE ON					
Raising funds	5	126,518	2,560	129,078	116,705
Charitable activities	6				
Charitable activities		<u>142,101</u>	<u>76,353</u>	<u>218,454</u>	<u>505,826</u>
Total		<u>268,619</u>	<u>78,913</u>	<u>347,532</u>	<u>622,531</u>
Net gains on investments		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET INCOME/(EXPENDITURE)		(48,424)	(45,877)	(94,301)	(220,493)
Transfers between funds	14	<u>(68,645)</u>	<u>68,645</u>	<u>-</u>	<u>-</u>
Net movement in funds		(117,069)	22,768	(94,301)	(220,493)
RECONCILIATION OF FUNDS					
Total funds brought forward		405,770	894	406,664	627,157
TOTAL FUNDS CARRIED FORWARD		<u>288,701</u>	<u>23,662</u>	<u>312,363</u>	<u>406,664</u>

CONTINUING OPERATIONS

The statement of financial activities above shows a deficit in the year of £94,301.

The property which was impaired last year, was sold during this year for its fair value of £180,000 to Barrow Borough Council and is being leased back from them at a nominal rent charge for the subsequent 3 years. Rent costs have increased this year due to a move to a bigger and more suitable location for the charity shop and is not affected by the leaseback which is at a nominal level for 3 years.

In light of the ongoing uncertainties everyone has faced and are still facing due to the global pandemic, the trustees felt it was in the best interests of the charity to realise the value held within the property in order to ensure funds continue to be available to allow it to serve the community and fulfil its charitable purposes.

The leaseback allows status quo to be maintained in terms of the main base of operations of the charity whilst increasing the funds available to the charity.

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

The cashflow statement on pages 46 and 47 highlights that the charity used £111,841 of its cash to provide its service whilst cash at bank grew by £69,084. This positive effect on cash is due to the £180,000 receipt for the property in the year, Income significantly reduced by £148,806 but expenses (adjusted in 2021 for the property impairment) were managed by the trustees and reduced by £94,999. The cash at bank represents just under 11 months worth of expenditure based on the 2022 results and puts the charity in a good position to continue its vital work for the local community going into the 2023 year

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

**BALANCE SHEET
31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	11	3,347	941	4,288	183,324
CURRENT ASSETS					
Debtors	12	45,810	3,550	49,360	52,724
Cash at bank and in hand		<u>295,387</u>	<u>19,171</u>	<u>314,558</u>	<u>245,474</u>
		341,197	22,721	363,918	298,198
CREDITORS					
Amounts falling due within one year	13	(55,843)	-	(55,843)	(74,858)
		<u>285,354</u>	<u>22,721</u>	<u>308,075</u>	<u>223,340</u>
NET CURRENT ASSETS					
		<u>288,701</u>	23,662	312,363	406,664
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>288,701</u>	<u>23,662</u>	<u>312,363</u>	<u>406,664</u>
FUNDS	14				
Unrestricted funds				288,701	405,770
Restricted funds				<u>23,662</u>	<u>894</u>
TOTAL FUNDS				<u>312,363</u>	<u>406,664</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

BALANCE SHEET - continued
31 MARCH 2022

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

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

.....
M Pettifor - Trustee

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(111,841)</u>	<u>(7,824)</u>
Net cash used in operating activities		<u>(111,841)</u>	<u>(7,824)</u>
Cash flows from investing activities			
Sale of tangible fixed assets		180,000	-
Sale of investment property		-	30,222
Interest received		<u>925</u>	<u>100</u>
Net cash provided by investing activities		<u>180,925</u>	<u>30,322</u>
Change in cash and cash equivalents in the reporting period		69,084	22,498
Cash and cash equivalents at the beginning of the reporting period		<u>245,474</u>	<u>222,976</u>
Cash and cash equivalents at the end of the reporting period		<u><u>314,558</u></u>	<u><u>245,474</u></u>

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(94,301)	(220,493)
Adjustments for:		
Depreciation charges	2,902	3,373
Loss on disposal of fixed assets	-	727
Interest received	(925)	(100)
Impairment of Freehold property	-	180,000
Realised loss on investment	-	19,889
Correction of fixed asset values	(3,866)	-
Decrease/(increase) in debtors	3,364	(18,406)
(Decrease)/increase in creditors	<u>(19,015)</u>	<u>27,186</u>
Net cash used in operations	<u>(111,841)</u>	<u>(7,824)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
Net cash			
Cash at bank and in hand	<u>245,474</u>	<u>69,084</u>	<u>314,558</u>
	<u>245,474</u>	<u>69,084</u>	<u>314,558</u>
Total	<u>245,474</u>	<u>69,084</u>	<u>314,558</u>

The notes form part of these financial statements

AGE UK BARROW AND DISTRICT LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

INCOME

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

EXPENDITURE

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

TANGIBLE FIXED ASSETS

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Equipment	15% straight line
Fixtures and fittings	15% straight line
Computer equipment	33.3% straight line
Freehold property	2% straight line

Where donations are received for specific equipment, the donation is included in income, the asset is capitalised and depreciation is charged on the full amount.

INVESTMENT PROPERTY

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

TAXATION

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

FUND ACCOUNTING

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

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

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

PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	6,828	11,152
Gift aid	2,004	-
Grants	<u>115,637</u>	<u>350,816</u>
	<u>124,469</u>	<u>361,968</u>

Grants received, included in the above, are as follows:

	2022	2021
	£	£
Other grants	<u>115,637</u>	<u>350,816</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising events	-	1,690
Shop income	107,446	33,334
Support service charges	10,450	4,859
Raffle income	109	-
Advice income	125	-
Insurance commission	-	87
Miscellaneous income	<u>9,707</u>	<u>-</u>
	<u>127,837</u>	<u>39,970</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>925</u>	<u>100</u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

5. RAISING FUNDS

OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Cost of services provided	31,578	51,758
Support costs	<u>97,500</u>	<u>64,947</u>
	<u>129,078</u>	<u>116,705</u>

6. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 7)
	£
Charitable activities	<u>218,454</u>

7. SUPPORT COSTS

	Operations	Finance	Information technology	Governance costs	Totals
	£	£	£	£	£
Other trading activities	94,993	495	55	1,957	97,500
Charitable activities	<u>178,644</u>	<u>7,099</u>	<u>3,928</u>	<u>28,783</u>	<u>218,454</u>
	<u>273,637</u>	<u>7,594</u>	<u>3,983</u>	<u>30,740</u>	<u>315,954</u>

8. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	2,547	3,373
Deficit on disposal of fixed assets	<u>-</u>	<u>727</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

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

TRUSTEES' EXPENSES

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

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	183,619	217,281
Social security costs	12,361	14,899
Other pension costs	<u>8,119</u>	<u>11,131</u>
	<u>204,099</u>	<u>243,311</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Management and admin	5	3
Charitable activities	6	9
Cost of generating funds	<u>2</u>	<u>2</u>
	<u>13</u>	<u>14</u>

No employees received emoluments in excess of £60,000.

11. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £	Computer equipment £	Totals £
COST					
At 1 April 2021	180,000	39,709	2,685	-	222,394
Disposals	(180,000)	-	-	-	(180,000)
Reclassification	<u>-</u>	<u>(39,709)</u>	<u>12,569</u>	<u>28,102</u>	<u>962</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>15,254</u>	<u>28,102</u>	<u>43,356</u>
DEPRECIATION					
At 1 April 2021	-	37,152	1,918	-	39,070
Charge for year	-	-	1,033	1,514	2,547
Reclassification/transfer	<u>-</u>	<u>(37,152)</u>	<u>9,811</u>	<u>24,792</u>	<u>(2,549)</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>12,762</u>	<u>26,306</u>	<u>39,068</u>
NET BOOK VALUE					
At 31 March 2022	<u>-</u>	<u>-</u>	<u>2,492</u>	<u>1,796</u>	<u>4,288</u>
At 31 March 2021	<u>180,000</u>	<u>2,557</u>	<u>767</u>	<u>-</u>	<u>183,324</u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	36,932	22,163
Other debtors	227	227
VAT	1,436	644
Prepayments	<u>10,765</u>	<u>29,690</u>
	<u>49,360</u>	<u>52,724</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	(11,648)	(6,356)
Social security and other taxes	4,224	8,243
Other creditors	(1,987)	262
Wages control account	13,482	14,193
Accrued expenses	<u>51,772</u>	<u>58,516</u>
	<u>55,843</u>	<u>74,858</u>

14. MOVEMENT IN FUNDS

	At 1/4/21	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
Unrestricted funds				
General fund	150,832	19,155	43,745	213,732
Charitable Trading	-	5,995	(5,995)	-
Advice Services	57,469	(67,075)	67,106	57,500
Services	17,469	(6,499)	6,499	17,469
Lakeland	<u>180,000</u>	<u>-</u>	<u>(180,000)</u>	<u>-</u>
	405,770	(48,424)	(68,645)	288,701
Restricted funds				
Age Works	-	(24,579)	24,579	-
Respectability	-	(766)	766	-
Hot Meals Service	-	(1,120)	1,120	-
Telephone Befriending Service	-	(4,049)	7,599	3,550
Virtual Project	894	420	(1,314)	-
Activities Project	<u>-</u>	<u>(15,783)</u>	<u>35,895</u>	<u>20,112</u>
	894	(45,877)	68,645	23,662
TOTAL FUNDS	<u>406,664</u>	<u>(94,301)</u>	<u>-</u>	<u>312,363</u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	24,032	(4,877)	19,155
Charitable Trading	103,494	(97,499)	5,995
Advice Services	82,064	(149,139)	(67,075)
Services	<u>10,605</u>	<u>(17,104)</u>	<u>(6,499)</u>
	220,195	(268,619)	(48,424)
Restricted funds			
Age Works	(24,535)	(44)	(24,579)
Respectability	105	(871)	(766)
Hot Meals Service	-	(1,120)	(1,120)
Telephone Befriending Service	39,548	(43,597)	(4,049)
Virtual Project	11,169	(10,749)	420
Activities Project	<u>6,749</u>	<u>(22,532)</u>	<u>(15,783)</u>
	<u>33,036</u>	<u>(78,913)</u>	<u>(45,877)</u>
TOTAL FUNDS	<u><u>253,231</u></u>	<u><u>(347,532)</u></u>	<u><u>(94,301)</u></u>

AGE UK BARROW AND DISTRICT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	51,167	23,855	75,810	150,832
Charitable Trading	-	(26,028)	26,028	-
Advice Services	37,747	19,722	-	57,469
Robin House Development Services	125,000	-	(125,000)	-
Lakeland	24,840	(7,371)	-	17,469
	<u>-</u>	<u>-</u>	<u>180,000</u>	<u>180,000</u>
	238,754	10,178	156,838	405,770
Restricted funds				
Lakeland	360,000	(180,000)	(180,000)	-
Age Works	28,403	(19,681)	(8,722)	-
Respectability	-	(25,206)	25,206	-
Remote Dementia Support Project	-	(285)	285	-
Virtual Project	-	894	-	894
The National Lottery Fund - COVID Support Project	<u>-</u>	<u>(6,393)</u>	<u>6,393</u>	<u>-</u>
	<u>388,403</u>	<u>(230,671)</u>	<u>(156,838)</u>	<u>894</u>
TOTAL FUNDS	<u><u>627,157</u></u>	<u><u>(220,493)</u></u>	<u><u>-</u></u>	<u><u>406,664</u></u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	91,215	(67,360)	-	23,855
Charitable Trading	31,896	(57,924)	-	(26,028)
Advice Services	162,061	(142,339)	-	19,722
Services	<u>4,861</u>	<u>(12,232)</u>	<u>-</u>	<u>(7,371)</u>
	290,033	(279,855)	-	10,178
Restricted funds				
Lakeland	-	(180,000)	-	(180,000)
Age Works	36,064	(55,745)	-	(19,681)
Respectability	1,271	(26,477)	-	(25,206)
Remote Dementia Support Project	12,300	(12,585)	-	(285)
Virtual Project	4,801	(3,907)	-	894
The National Lottery Fund - COVID Support Project	<u>57,569</u>	<u>(63,962)</u>	<u>-</u>	<u>(6,393)</u>
	112,005	(342,676)	-	(230,671)
TOTAL FUNDS	<u><u>402,038</u></u>	<u><u>(622,531)</u></u>	<u><u>-</u></u>	<u><u>(220,493)</u></u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

14. MOVEMENT IN FUNDS - continued

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

	At 1/4/20	Net	Transfers	At
	£	movement	between	31/3/22
		in funds	funds	£
		£	£	
Unrestricted funds				
General fund	51,167	43,010	119,555	213,732
Charitable Trading	-	(20,033)	20,033	-
Advice Services	37,747	(47,353)	67,106	57,500
Robin House Development Services	125,000	-	(125,000)	-
	<u>24,840</u>	<u>(13,870)</u>	<u>6,499</u>	<u>17,469</u>
	238,754	(38,246)	88,193	288,701
Restricted funds				
Lakeland	360,000	(180,000)	(180,000)	-
Age Works	28,403	(44,260)	15,857	-
Respectability	-	(25,972)	25,972	-
Remote Dementia Support Project	-	(285)	285	-
Hot Meals Service	-	(1,120)	1,120	-
Telephone Befriending Service	-	(4,049)	7,599	3,550
Virtual Project	-	1,314	(1,314)	-
The National Lottery Fund - COVID Support Project	-	(6,393)	6,393	-
Activities Project	-	(15,783)	35,895	20,112
	<u>388,403</u>	<u>(276,548)</u>	<u>(88,193)</u>	<u>23,662</u>
TOTAL FUNDS	<u>627,157</u>	<u>(314,794)</u>	<u>-</u>	<u>312,363</u>

AGE UK BARROW AND DISTRICT LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	115,247	(72,237)	-	43,010
Charitable Trading	135,390	(155,423)	-	(20,033)
Advice Services	244,125	(291,478)	-	(47,353)
Services	<u>15,466</u>	<u>(29,336)</u>	-	<u>(13,870)</u>
	510,228	(548,474)	-	(38,246)
Restricted funds				
Lakeland	-	(180,000)	-	(180,000)
Age Works	11,529	(55,789)	-	(44,260)
Respectability	1,376	(27,348)	-	(25,972)
Remote Dementia Support Project	12,300	(12,585)	-	(285)
Hot Meals Service	-	(1,120)	-	(1,120)
Telephone Befriending Service	39,548	(43,597)	-	(4,049)
Virtual Project	15,970	(14,656)	-	1,314
The National Lottery Fund - COVID Support Project	57,569	(63,962)	-	(6,393)
Activities Project	<u>6,749</u>	<u>(22,532)</u>	-	<u>(15,783)</u>
	<u>145,041</u>	<u>(421,589)</u>	-	<u>(276,548)</u>
TOTAL FUNDS	<u><u>655,269</u></u>	<u><u>(970,063)</u></u>	<u><u>-</u></u>	<u><u>(314,794)</u></u>

15. RELATED PARTY DISCLOSURES

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

16. COMPANY LIMITED BY GUARANTEE

The company is registered as a Company Limited By Guarantee and does not have any share capital.

As at 31 March 2022 there were 5 members. The liability of each member in the event of the company being wound up is £1.

AGE UK BARROW AND DISTRICT LIMITED
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	6,828	11,152
Gift aid	2,004	-
Grants	<u>115,637</u>	<u>350,816</u>
	124,469	361,968
Other trading activities		
Fundraising events	-	1,690
Shop income	107,446	33,334
Support service charges	10,450	4,859
Raffle income	109	-
Advice income	125	-
Insurance commission	-	87
Miscellaneous income	<u>9,707</u>	<u>-</u>
	127,837	39,970
Investment income		
Deposit account interest	<u>925</u>	<u>100</u>
Total incoming resources	253,231	402,038
EXPENDITURE		
Other trading activities		
Cost of services provided	31,578	51,758
Support costs		
Operations		
Wages	183,619	217,281
Social security	12,361	14,899
Pensions	8,119	11,131
Rates and water	2,014	97
Insurance	6,298	6,893
Light and heat	8,927	8,620
Telephone	4,001	6,034
Postage and stationery	8,420	3,557
Advertising	534	150
Sundries	973	990
Rent	21,930	9,199
Repairs/Maintenance Buildings	5,409	9,493
Travelling Costs	788	2,164
Carried forward	263,393	290,508

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AGE UK BARROW AND DISTRICT LIMITED

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	2022	2021
	£	£
Operations		
Brought forward	263,393	290,508
Cleaning Costs	930	548
Equipment Hire	1,797	2,544
Equipment Maintenance	255	1,743
Licenses	670	-
Training	643	35
Management Charge	-	1
Repairs and renewals	1,168	233
Miscellaneous expenses	4,299	2,549
Class materials	482	1,781
Exceptional items	<u>-</u>	<u>17,020</u>
	273,637	316,962
Finance		
Rates and water	2,713	2,476
Bank charges	954	596
PDQ charges	1,025	216
Fixtures and fittings	1,033	40
Computer equipment	1,869	3,334
Loss on sale of tangible fixed assets	-	727
Impairment losses for tangible fixed assets	<u>-</u>	<u>180,000</u>
	7,594	187,389
Information technology		
IT	3,983	17,478
Governance costs		
Accountancy and legal fees	<u>30,740</u>	<u>48,944</u>
Total resources expended	<u>347,532</u>	<u>622,531</u>
Net expenditure before gains and losses	(94,301)	(220,493)
Realised recognised gains and losses		
Realised gains/(losses) on investment property	<u>-</u>	<u>(19,889)</u>
Net expenditure	<u>(94,301)</u>	<u>(240,382)</u>

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