

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

CONTENTS

	Page
Reference and administrative details of the charity, its trustees and advisers	1
Trustees' report	2 - 9
Independent auditors' report	10 - 11
Statement of financial activities	12
Balance sheet	13
Statement of cash flows	14
Notes to the financial statements	15 - 31

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2017**

Trustees	Richard Halstead, Chair to 26 September 2016 John Cartridge, Vice Chair Tim Borton, Treasurer Margaret Clark Kay Eldergill Gillian Fenwick Vaughan Pearce, Chair from 26 September 2016 Norman Shiel John Vincent Rachael Whitson Lesley Robson, Co-opted 12 July 2016, elected 26 September 2016 Richard Davis, Co-opted 14 February 2017
Company registered number	2703636
Charity registered number	1010973
Registered office	138 Cowick Street Exeter EX4 1HS
Company secretary	Martyn Rogers
Senior management team	Martyn Rogers - Director Lisa Shrimpton - Services Manager Corinne Bailey - Development Manager (post made redundant on 31 March 2017 as part of an organisational restructure)
Independent auditors	Thomas Westcott Chartered Accountants 26-28 Southernhay East Exeter EX1 1NS
Bankers	Santander Milford House Pynes Hill Exeter EX2 5AZ
Investment managers	Hawksmoor Investment Management Limited The Senate Southernhay Gardens Exeter EX1 1UG

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2017**

The Trustees present their annual report together with the audited financial statements of the charity for the year ended 31 March 2017.

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

OBJECTIVES AND ACTIVITIES

a. Policies, objectives and public benefit

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit.

Age UK Exeter makes a positive contribution to the lives of over 1,200 older people each week through the support services and opportunities we provide. We help older people to maintain and enhance their quality of life, make informed choices, realise their rights and meet their care needs. Many of these services are free or at a low cost to the older people using our services.

The Charity's objectives are to work to improve later life for everyone in Exeter by helping to providing life enhancing services and vital support.

b. Strategies for achieving objectives

The strategy to achieve these objectives continued to be through the provision of support and opportunities to older people with a wide range of needs and ensuring that the views and best interests of older people are taken into account by local policy makers.

c. Activities for achieving objectives

This was achieved through the provision of:

- services that provide meaningful and stimulating social contact and practical support in a range of settings;
- services that offer time-off and emotional and practical support to carers;
- services that promote older people's independence, confidence and self-esteem;
- information and advice that enables informed choices to be made and promotes benefit entitlement;
- services that promote older people's physical and mental well-being;
- a range of leisure and learning opportunities that provide enjoyment and mental stimulation;
- services that aim to help frail older people avoid unnecessary hospital admissions;
- services that help older people manage their long-term conditions and get the most out of life;
- representing the wants and needs of local older people to local decision makers; and
- working in partnership with other agencies to deliver services and influence service design.

d. Volunteers

During 2016/17 a total of 340 volunteers supported the work of the charity, with 288 providing regular support at 31st March 2017 – an increase of 9% on the previous year. Together, they provided around 35,000 hours of service to older people in the city which equates to over £262,000 in value if calculated simply on minimum wage levels. As ever, we are extremely grateful for the time, energy, commitment, skills and enthusiasm our volunteers bring to the organisation and the difference they make to the lives of older people in the city. They are a resource of which Exeter can truly be proud.

ACHIEVEMENTS AND PERFORMANCE

a. Review of activities

Particular achievements and points of note:

- We won funding for two of our staff to train and then run self-help sessions for people diagnosed with mild cognitive impairment as part of a pilot researching the long term benefits of this type of intervention. Feedback from users was very positive and we hope further funding may be available to build on our learning.
- The work we are involved in as part of Integrated Care for Exeter where our staff receive referrals from GPs to connect older people into a wide range of social opportunities and activities to enhance their wellbeing was extended from three GP practices to nine across the city.
- We recruited a dedicated Grants Fundraiser to work 16 hours per week to help increase our grant income across the organisation and so aid our sustainability in an environment of ongoing austerity.
- We negotiated new shop premises in Paris Street for our Men in Sheds project when we had to move from our 'pop-up' shop in South Street. The men achieved a staggering £32,000 in sales of refurbished tools and garden implements and a range of handmade wooden items such as bird boxes, garden trugs and benches. All the money raised went back into covering the cost of the project as well as helping towards the charity's overall running costs. This income also allowed us to buy a van for the project to assist with all the collections of donated items we make and to transport stock to local fetes and community fairs.
- Exeter City Council's Champion for Older People, Cllr Lesley Robson, joined our Board of Trustees
- During 2016/17 a total of 340 volunteers supported the work of the charity, with 288 providing regular support at 31st March 2017 – an increase of 9% on the previous year. 258 Together, they provided around 35,000 hours of service to older people in the city which equates to over £262,000 in value when calculated at minimum wage levels alone
- We won funding to develop a new support group for carers of people with dementia – around 90 carers are currently supported
- We refurbished the dining rooms at our Cowick Street centre where we serve around 250 lunches every week, in order to provide a brighter and more pleasant environment for our customers.
- We won three year funding to be part of research project in partnership with the University of Exeter, University of Milton Keynes and The Open University to explore how the support networks of older people with complex health and social care needs can be better enhanced and sustained through the use of technology.
- We were involved in the filming of a BBC documentary with Angela Rippon, "Holding Back the Years" where we highlighted the financial challenges facing so many older people today and the billions that go unclaimed in benefits each year.
- Our Information and Advice service responded to over 3,350 enquiries during the year and helped older people in Exeter claim an amazing £1,113,445 in additional benefits. Such additional income can transform people's lives by improving their quality of life and the choices that are open to them.
- On each working day, we received on average 45 visitors to our reception desk and responded to over 110 phone calls.

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

- At the end of the year, in response to the falling incomes and rising costs that are hitting all in the charity sector, we started a restructuring process, taking out over £100,000 of cost per year through redundancies and efficiency measures. This has inevitably been a very difficult time for the charity with the loss of a number of highly valued colleagues.

Day Services and Centre Based Activities

Age UK Exeter provides a range of day services to meet the needs of older people who are physically frail as well as those living a mild to moderate or more severe dementia. Our new Sycamores Centre in Mount Pleasant means that we can now cater to the needs of the whole city. During the year we provided 10,731 day care places, that's around 215 places a week. Our day services provide a cost effective way of people getting out for the day to enjoy the company of friends, get involved in stimulating activities and share any worries or problems with staff so they can be nipped in the bud. Transport and lunch are provided as well as bathing, hairdressing, foot care and massage if required. Our services offer flexible, individualised support that focuses on the differing wants and needs of service users in order to give each person the best day possible. The services seek to maintain the independence of guests as far as is possible and give time off to their carers. Staff and volunteers build strong relationships with individuals attending the services and are able to monitor changes in people's health and well-being so that any problems can be addressed at an early stage. Day services also play a vital role in allowing carers the breaks they need to maintain their caring roles. We also provide a café at our centre exclusively for older people providing good value, freshly cooked meals Monday to Friday and on Sundays too. Our kitchen staff and volunteers served 13,365 lunches during the year. This was 16.5% down on last year and continues to reflect the loss of a number of our regular customers due to ill health or death as well as growing local café competition and growth in ready-meals. Overall, café numbers have dropped by 25% over the last two years resulting in a significant financial loss to the charity as our café is no longer able to cover its costs. This situation is being monitored by the Finance Committee and efforts are being made to promote the café more strenuously. The centre also provides art and bridge groups, computer classes as well as hairdressing, massage and foot care. Our weekly drop in services in Heavitree, Beacon Heath and St David's all remained popular as did our exercise classes at the St Sidwell's Centre and in Whipton. The weekly Tea Dance in Wonford continues to thrive. All in all we provided 1,573 massage, hairdressing, footcare and bathing sessions and over 10,500 places in our various groups and activities. Our 'Men in Sheds' and 'Tools Company' projects go from strength to strength refurbishing donated tools and garden implements. This year we opened a 'pop-up' shop in South Street, Exeter with the assistance of the City Council and when that came to an end, have recently moved to a new short-term let in a prime position in Paris Street. A few of the men involved in the project are now concentrating on running the retail outlet which is supplied by our workshop and countless men behind the scenes. Together the men made nearly £32,000 in sales and the project has turned into a valuable social enterprise that supports the work of the charity.

Community Support Services

Volunteers in our Social Support service made weekly visits to around 60 isolated older people who live alone and phone calls two or three times per week to a further 50 people living alone to have a friendly chat and check all well. Our Sitting and Out and About services merged this year to become one 'Enabling' service. We are now planning to broaden its current offer of help with assisted shopping, managing bills and paperwork etc. with cleaning and help in the garden to make it an Enabling and Home Help service. The Enabling service provided nearly 23,000 hours of support to vulnerable older people – a 10% increase on the previous year. Our 'Time for Life' Community Mentoring service for people who are isolated and at risk of a downturn in their physical and mental well-being continued to change people's lives. We supported over 200 older people with long-term health conditions to achieve their chosen goals, improve their health and well-being and better manage their conditions. We also continue to be part of a multi-disciplinary team based on the Acute Medical Unit at the RD&E hospital aimed at supporting frail older people avoid unnecessary hospital admissions. Our 'Budding Friends' service for people recently diagnosed with dementia and their partners continues to support around 20 families offering a range of activities including art, music and horticulture on our two allotments. The service enable couples to enjoy time together in a safe and supportive environment where they can provide mutual support to each other. Alongside Budding Friends we won funding to develop a support service for carers of people with dementia. We are now in regular contact with around 90 carers providing practical advice and emotional support. We have also been heavily involved with the Integrated Care for Exeter (ICE) programme supported by a range of statutory and voluntary organisations. As part of ICE we have staff who act as 'Community Connectors' receiving referrals from 9 GP practices across the city, linking patients to a range of social opportunities to enhance their wellbeing.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017**

Information, Advice and Advocacy

Our Information & Advice service responded to 3,361 enquiries from older people on everything from help with heating to paying for long term care. This is up by a third compared to last year. Our team of fantastic volunteers also helped local older people claim £1,113,445 in additional benefits and tax refunds – up nearly 50% on last year. This is additional financial help that can make a huge difference to an individual's quality of life and the choices that are open to them.

b. Fundraising activities/Income generation

In an increasingly difficult environment as austerity continues to bite we were successful in achieving over £210,000 in charitable grant income to sustain our services. However this is 33% down on the previous year as funding through the Integrated Care for Exeter programme reduced. We are, as ever, grateful for the continued support of the Phoebe Wortley-Talbot Trust for our Men in Sheds project as well as The Exeter Foundation, Claire Milne Charitable Trust, The Exeter Board, Belsize Trust and Jamieson Bystock Trust. Our brilliant fundraising team raised Thanks go to the hard work of our Grants Fundraiser and the generosity of a large number of charitable trusts and funding bodies both local and national. Fundraising events generated a total of £73,103 for the year including our very successful 10k sponsored run in March. This is around £17,000 less than last year when we were the Princesshay Shopping Centre's Charity of the Year. We are always indebted to people who choose to remember us in their wills and this year we received £140,445 in legacies. Income from Age UK in respect of our agreement to withdraw from the previous 50/50 profit share agreement at their request was £16,143. Donations for the year stood at £21,337 and income from our Friends and Members scheme was £3,284. Business sponsorship reduced from £5,050 to £3,175 for the year. Following our partnership with Age UKs Devon, Mid-Devon, Plymouth and Torbay to form the new trading company Age UK Devon-wide Enterprises Ltd our guaranteed net commission for the year from the sale of Age UK insurance and other products was £18,767.

c. Investment policy and performance

The Board of Trustees has agreed on a policy of holding fixed interest, property and equity investments. The Board adheres to a medium risk investment policy, and the investments are managed on a discretionary basis by Hawksmoor Investment Management. After the acquisition of the Sycamores property last year, the trustees decided to invest a further £50,000 back into our investment portfolio. However, with the restructuring that was necessary towards the end of the financial year, this £50,000 was withdrawn again. Ignoring these two transfers, the underlying investments increased in value by £24,243 during the year (2016 a fall of £1,301). Net of £1,997 investment management costs (2016 £1,427), this gave a total return of 20.9% (2016 -0.2%). The trustees have chosen to reinvest income arising to enhance capital growth.

FINANCIAL REVIEW

a. Reserves policy

The Board of Trustees has determined a policy that, wherever possible, the charity should hold reserves of investments and cash equating to no less than 3 months and no more than 6 months of the charity's overall running costs. Where services are at risk and need to be sustained while new sources of funding are sought, the Board agrees that reserves may fall below the level equating to 3 months running costs but should not drop below the level of £200,000 without further authorisation from the Board. Expenditure for 2016/17 was £1,522k and therefore reserves should ideally stand at no less than £380k and no more than £761k.

At 31 March 2017 the balance of the Charity's free reserves stood at just over £257k, so quite a bit less than our minimum target, although within the target range when the Services Support Fund (£170k at 31 March 2017) is added in. The Trustees are aware that it is challenging in the current climate to maintain reserves, never mind building financial stability. The large legacy in the previous year that enabled the Charity to designate the Services Support Fund means that it can continue the delivery of services that would have otherwise ceased to be financially viable.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017**

b. Financial review of the year

Continuing austerity means that many charities are struggling with falling incomes whilst at the same time having to contend with rising costs. This is certainly true of us as we ended the year with a deficit of nearly £110,000. £56,000 of this was in respect of restricted funds, where we had already received the income in the previous year. However, this still left a deficit of £54,000 in respect of unrestricted funds. This was covered by a transfer from the servicesupport fund. Our expenditure for the year was £1,522,105, up 2% on that of last year, but our income of £1,388,209 was down 22% (discounting last year's gift in kind of £245,000 arising from our purchase of the Sycamores Centre). This was due to a drop in legacies (down 60%) grants (down 14%) fundraising (down 21% as previous year included Princesshay Charity of the Year income) and contract income from Devon County Council (down 4%). On the plus side our fee and operating income showed a very modest increase of 4%. Even with significant reserves it was very clear that we could not sustain our core services without the benefit of significant legacy income each year and this, of course, cannot be guaranteed. Prospects for the coming year 2017/18 were looking no brighter, indeed they were worse, and so in February the Board decided that a significant restructuring of the organisation would be necessary. The aim was to take cost out of our infrastructure functions such as management, administration and finance while trying to leave services intact. After consultation with those staff affected a number of redundancies were made and over £100,000 of cost taken out of the charity. However, we still face a deficit budget in 2017/18 which we are working hard to address and progress is being closely monitored by the monthly Finance Committee who report back to the board.

c. Principal funding

The charity's main funding sources were for services commissioned by Devon County Council and the Royal Devon and Exeter Hospital (35%), fees and charges from our services, Café and Men in Sheds project (30%) grants from Charitable Trusts, Devon County Council and Exeter City Council and Age UK (15%), legacies (10%) donations and fundraising activities (7%), trading commission, charity shop and sundry income (4%).

STRUCTURE, GOVERNANCE AND MANAGEMENT

a. Constitution

The Charity is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 3 April 1992.

The principal objects of the Charity are to work to improve later life for everyone in and around Exeter by providing life enhancing services and vital support.

There have been no changes in the objectives since the last annual report.

b. Method of appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the trustees shall number not more than sixteen, including a maximum of four co-opted members, nor less than three.

Members of the Board of Trustees are elected for three years and are eligible for re-election thereafter, save that the Chair may serve for a maximum of six years.

The Board of Trustees seeks to ensure that awareness of the needs of older people in Exeter and the best interests of the charity is reflected in the make up of the trustee body by recruiting members with appropriate experience, knowledge and expertise. This includes health and social care, legal, social policy, HR, business and financial expertise. The Trustees monitor the skill mix and representation of the Board at regular intervals to inform its recruitment processes. In the event of particular skills being lost due to retirements, individuals are approached to offer themselves for election to the Board or vacancies are advertised in the local press.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017**

c. Policies adopted for induction and training of Trustees

New trustees spend time with the Director, senior management team and within the organisation's services in order to receive an overview of the organisation and get a feel of its culture and values. Key documents such as the Memorandum and Articles of Association, last audited accounts, most recent management accounts, Annual Review, current year's budget and future plans and objectives are given and discussed. New trustees will also receive information from the Charity Commission on the responsibilities of trustees. In addition to this all new trustees are invited to attend the regular induction seminars that are run for all new staff and volunteers. Trustees also have the opportunity to attend relevant external training courses provided by the Charity Commission, the local Council for Voluntary Service and Age UK.

d. Pay policy for senior staff

The Finance Committee reviews the salaries of senior staff and makes recommendations to the board, taking into account market information and cost of living and wage indices. These salaries have traditionally been based on or around local authority National Joint Council scales.

e. Organisational structure and decision making

The Charity has a Board of Trustees of up to 16 members who meet formally, bi-monthly and are responsible for the strategic direction and policy of the charity. At present the Board has 10 members from a variety of backgrounds relevant to the work of the charity. A Finance Sub-Committee made up of 6 members, including the Treasurer, Chair, Director and Finance Manager meets monthly and reports to the main Board at each of its meetings. In the months between the formal meetings, the Trustees meet for discussion on specific topics or to receive presentations by members of staff or relevant third parties. A Standards Committee has 5 members comprising 3 trustees, the Director and the Office Manager. Operational responsibilities for service provision, funding, human resources and general management rest with the Director and the senior management team who provide supervision and support to the Service Co-ordinators who have day-to-day responsibility for their individual services, the Finance Manager, Charity Shop Manager and senior administration and reception staff. The Services Manager is responsible for the operation and development of our day and community services. The Development Manager is responsible for marketing, community fundraising, membership, administration and IT. The Finance Manager has responsibility for maintaining financial procedures, the production of monthly management accounts, staff payroll and for personnel functions.

f. Related parties

Age UK Exeter works closely with both Devon County Council's Adult and Community Services Directorate and with Devon NHS, through our local Clinical Commissioning Group, the RD&E Hospital Trust and Exeter Primary Care. The charity also enjoys close links with Exeter City Council and has good working relationships with other relevant local charities. The charity seeks to inform the development, design and delivery of local services for the benefit of older people and also to campaign on issues of local importance. The Director attends occasional meetings of Age UK organisations and groups in Devon where common issues and new initiatives can be shared and the Director attends the quarterly South West Regional meetings of Age UK in order to keep abreast of regional and national issues of relevance. Age UK Exeter is a Brand Partner of Age UK and a member of the Age UK England Association. Age UK Exeter is subject to Age UK's quality assurance scheme to ensure good quality standards across the Age UK network. HR support and guidance is provided by a national contract funded by Age UK and provided by Stephens Scown solicitors' HR Express service.

g. Risk management

The Trustees acknowledge that risk management is the responsibility of the Board of Trustees. The Board has therefore agreed a risk policy which balances the charity's need to take risks in pursuance of its charitable purposes with their duty to ensure that the charity's financial and legal standing and the quality and safety of its operations are not compromised.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017**

There is a nominated trustee on the Board who takes responsibility for compiling and updating the Risk Register in consultation with the Finance Committee and the Director. The Risk Register is formally reviewed by the full Board on an annual basis. The Board, in consultation with the Director and Senior Management Team, agree the actions necessary to mitigate those risks and these form part of the strategic and operational plan for the following year.

The Trustees consider annual monitoring of the Risk Register sufficient as long as it is supplemented by regular update reports at Committee and Board meetings and that the assessment of new/changed activities and projects is undertaken in accordance with the risk policy.

Financial management accounts are produced on a monthly basis and include income and expenditure against budget, income and expenditure by service and cost-centre, balance sheet and aged debtors' summary. The Finance Committee reviews performance based on this detailed information each month and reports to the full Board at each of its meetings. Periodically the Treasurer reviews bank and other control accounts and has regular liaison with the finance team. An investment management firm has been appointed to manage the charity's investment portfolio.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and a system of regular supervision and appraisal is in place to ensure consistent quality of delivery of all operational aspects of the charitable company. Employment risks have been minimised by retaining the services of Devon County Council's HR Solutions Devon Team.

The board has developed and approved a range of policies to meet the governance, legal and good practice needs of the charity and these have been implemented during the course of the year.

Those major risks identified by the processes detailed above have been examined and controls introduced where necessary to mitigate those risks. However it should be emphasised that these controls can only provide reasonable but not absolute assurance that risks have been adequately mitigated, given the financial uncertainty of the voluntary sector.

PLANS FOR FUTURE PERIODS

Our plans for the future are as follows:

- to secure our existing services as far as is possible in the face of public spending cuts and tightened grant funding from charitable trusts
- To remodel our one to one support 'Enabling' service to include domestic cleaning and help with the garden so that it meets a wider range of needs
- To continue to develop our services for people with dementia and their families and carers to keep pace with rising demand
- To invest further in community and grant fundraising activities and develop a large group of local supporters
- to develop a marketing strategy that supports the charity's sustainability and growth
- to develop partnerships with other voluntary sector organisations that add value to what we do and help attract new income streams
- to develop stronger, more advantageous links with local businesses
- to develop legacy promotion marketing as a way of building for the future
- to develop new funding opportunities through our work in the Integrated Care for Exeter programme
- to develop the new Sycamores Centre and increase our day service provision for vulnerable older people across the city
- to develop services that meet the needs of the increasing number of families affected by dementia
- to try to ensure a sustainable balance between expenditure and income.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017**

MEMBERS' LIABILITY

The Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. At 31 March 2017, the number of guaranteeing members was 101 (2016: 115).

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

PROVISION OF INFORMATION TO AUDITORS

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

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

This report was approved by the Trustees, on 12 September 2017 and signed on their behalf by:


Vaughan Pearce, Chair

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK EXETER

We have audited the financial statements of Age UK Exeter for the year ended 31 March 2017 set out on pages 12 to 31. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit, the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with those financial statements and such reports have been prepared in accordance with applicable legal requirements.

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

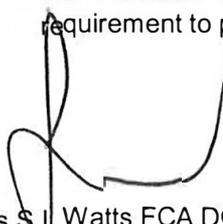
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK EXETER

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee's Report.

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

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



Mrs S L Watts FCA DChA (Senior statutory auditor)
for and on behalf of
Thomas Westcott
Chartered Accountants
Statutory auditors
26-28 Southernhay East
Exeter
EX1 1NS
29 September 2017

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2017**

	Note	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
INCOME FROM:					
Donations and legacies	2	138,028	190,605	328,633	947,976
Charitable activities	5	-	935,004	935,004	939,866
Other trading activities	3	-	120,057	120,057	139,698
Investments	4	-	4,515	4,515	2,210
TOTAL INCOME		138,028	1,250,181	1,388,209	2,029,750
EXPENDITURE ON:					
Raising funds:					
Voluntary income	6	-	95,948	95,948	101,787
Investment management		-	1,997	1,997	1,427
Charitable activities:					
Service delivery	7	188,214	1,228,638	1,416,852	1,380,594
Governance	10	-	7,308	7,308	6,889
TOTAL EXPENDITURE		188,214	1,333,891	1,522,105	1,490,697
NET INCOME / (EXPENDITURE) BEFORE INVESTMENT GAINS/(LOSSES)					
Net gains/(losses) on investments	14	(50,186)	(83,710)	(133,896)	539,053
		-	23,995	23,995	(609)
NET INCOME / (EXPENDITURE) BEFORE TRANSFERS		(50,186)	(59,715)	(109,901)	538,444
Transfers between Funds	18	(3,712)	3,712	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER RECOGNISED GAINS AND LOSSES		(53,898)	(56,003)	(109,901)	538,444
NET MOVEMENT IN FUNDS		(53,898)	(56,003)	(109,901)	538,444
RECONCILIATION OF FUNDS:					
Total funds brought forward		300,146	670,062	970,208	431,764
TOTAL FUNDS CARRIED FORWARD		246,248	614,059	860,307	970,208

The notes on pages 15 to 31 form part of these financial statements.

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER: 2703636

BALANCE SHEET
AS AT 31 MARCH 2017

	Note	£	2017 £	£	2016 £
FIXED ASSETS					
Tangible assets	13		430,228		442,939
Investments	14		130,586		106,343
			<u>560,814</u>		<u>549,282</u>
CURRENT ASSETS					
Debtors	15	150,758		148,560	
Cash at bank and in hand		202,286		313,229	
		<u>353,044</u>		<u>461,789</u>	
CREDITORS: amounts falling due within one year	16	(53,551)		(40,863)	
NET CURRENT ASSETS			<u>299,493</u>		<u>420,926</u>
NET ASSETS			<u><u>860,307</u></u>		<u><u>970,208</u></u>
CHARITY FUNDS					
Restricted funds	18		246,248		300,146
Unrestricted funds	18		614,059		670,062
TOTAL FUNDS			<u><u>860,307</u></u>		<u><u>970,208</u></u>

The financial statements were approved and authorised for issue by the Trustees on 12 September 2017 and signed on their behalf, by:


Vaughan Pearce, Chair


Tim Borton, Treasurer

The notes on pages 15 to 31 form part of these financial statements.

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2017**

	Note	2017 £	2016 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	20	<u>(107,730)</u>	<u>350,258</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		4,515	2,210
Purchase of tangible fixed assets		(7,480)	(167,580)
Proceeds from sale of investments		51,997	81,041
Purchase of investments		(52,245)	(50,349)
Net cash used in investing activities		<u>(3,213)</u>	<u>(134,678)</u>
Change in cash and cash equivalents in the year		(110,943)	215,580
Cash and cash equivalents brought forward		<u>313,229</u>	<u>97,649</u>
Cash and cash equivalents carried forward	21	<u><u>202,286</u></u>	<u><u>313,229</u></u>

The notes on pages 15 to 31 form part of these financial statements.

**AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

1. ACCOUNTING POLICIES

1.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

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

1.2 COMPANY STATUS

The Charity is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2017, there were 101 guaranteeing members (2016 - 115).

1.3 FUND ACCOUNTING

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES (continued)

1.4 INCOME

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

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

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

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

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES (continued)

1.5 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Governance costs are those incurred in connection with administration of the Charity and compliance with constitutional and statutory requirements.

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

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

All expenditure is inclusive of irrecoverable VAT.

1.6 RECONCILIATION WITH PREVIOUS GENERALLY ACCEPTED ACCOUNTING PRACTICE

In preparing these accounts, the Trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required.

No restatements were required.

1.7 TANGIBLE FIXED ASSETS AND DEPRECIATION

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

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

Short-term leasehold property	-	Straight line - Over the life of the lease
Motor vehicles	-	Straight line - 50%
Fixtures and fittings	-	Straight line - 20%
Office equipment	-	Straight line - 25%

Unless previously sold for value, in the year after assets become fully depreciated, they are written out of the accounts.

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES (continued)

1.8 INVESTMENTS

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

1.9 OPERATING LEASES

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

1.10 PENSIONS

The Charity contributes to personal pension plans of employees as part of a Group Personal Pension plan. This is a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the plans in respect of the year.

2. INCOME FROM DONATIONS AND LEGACIES

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Donations	7,872	20,642	28,514	272,376
Legacies	-	140,444	140,444	352,784
Grants	130,156	23,110	153,266	313,345
Membership	-	3,234	3,234	4,421
Sponsorship	-	3,175	3,175	5,050
	<hr/>	<hr/>	<hr/>	<hr/>
Total donations and legacies	138,028	190,605	328,633	947,976
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>Total 2016</i>	545,985	401,991	947,976	
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

The Trustees are very grateful to the following organisations that have provided grants:

	2017	2016
	£	£
Age UK	29,880	33,388
Belsize Trust	2,110	2,300
BIG Lottery Advice Services Transition Fund via Exeter CAB	-	6,154
Clare Milne Trust	-	8,000
David Gibbons Foundation	-	2,000
Devon County Council - Living Well	43,074	131,317
Devon County Council - Other	4,000	9,286
Exeter City Council	22,400	22,850
Exeter Dispensary	-	1,000
Garfield Weston Foundation	-	15,000
Jamieson Bystock Trust	2,000	-
Gweneth Moxon Charitable Trust	-	1,250
HC Coleman Charitable Trust	-	550
M&G Jones Charitable Fund	1,000	-
May 29th 1961	5,000	5,000
Sir Jules Thorn Trust	-	750
St Edmund's and St Mary Major	500	-
Tesco Bags of Help	2,000	-
The Bernard Sunley Charitable Trust	-	15,000
The Norman Family Trust	-	1,000
The Pargiter Trust	-	10,000
The Phoebe Wortley-Talbot Charitable Trust	27,500	35,000
The William and Patricia Venton Charitable Trust	3,000	-
Thomas Roberts Trust	-	500
Victim Support	10,802	8,000
W G Edwards Foundation	-	5,000
	<hr/>	<hr/>
Total	153,266	313,345
	<hr/> <hr/>	<hr/> <hr/>

3. FUNDRAISING INCOME

	Restricted funds	Unrestricted funds	Total funds	Total funds
	2017	2017	2017	2016
	£	£	£	£
Shop income	-	16,143	16,143	18,146
Fundraising events	-	80,875	80,875	90,989
Insurance commission	-	23,039	23,039	30,563
	<hr/>	<hr/>	<hr/>	<hr/>
	-	120,057	120,057	139,698
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Total 2016	-	139,698	139,698	
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

4. INVESTMENT INCOME

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Income from property lettings	-	1,390	1,390	860
Income from UK listed investments	-	2,245	2,245	735
Bank interest received	-	880	880	615
	-	4,515	4,515	2,210
<i>Total 2016</i>	-	2,210	2,210	

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Day opportunities	-	503,458	503,458	445,729
Community support services	-	431,546	431,546	494,137
	-	935,004	935,004	939,866
<i>Total 2016</i>	-	939,866	939,866	

6. COSTS OF RAISING FUNDS

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Expenses	-	28,762	28,762	31,739
Staff costs	-	67,186	67,186	70,048
	-	95,948	95,948	101,787
<i>Total 2016</i>	-	101,787	101,787	

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Direct costs 2017 £	Support costs 2017 £	Total 2017 £	Total 2016 £
Day opportunities	484,685	236,715	721,400	657,630
Community support services	432,603	180,507	613,110	650,929
Advice, information and advocacy	58,305	24,037	82,342	72,035
Total 2017	975,593	441,259	1,416,852	1,380,594
<i>Total 2016</i>	981,374	399,220	1,380,594	

8. DIRECT COSTS

	Day opportunities £	Community support services £	Advice, information and advocacy £	Total 2017 £	Total 2016 £
Expenses	19,825	41,385	1,208	62,418	64,838
Operating costs	23,092	8,345	70	31,507	36,777
Catering expenses	30,906	-	-	30,906	30,161
Day care meals subsidy	5,740	-	-	5,740	12,330
Central costs	2,901	2,437	292	5,630	3,333
Premises	25,248	-	-	25,248	27,316
Maintenance	14,482	159	522	15,163	13,287
Financial	-	-	-	-	3
Bad debts	728	826	-	1,554	1,398
Training	1,562	-	95	1,657	1,696
Wages and salaries	325,865	353,436	51,958	731,259	726,436
National insurance	11,804	13,322	2,508	27,634	26,716
Pension cost	9,982	12,693	1,652	24,327	23,271
Depreciation	12,550	-	-	12,550	13,812
	484,685	432,603	58,305	975,593	981,374
<i>At 31 March 2016</i>	453,785	474,966	52,623	981,374	

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

9. SUPPORT COSTS

		Day opportunities £	Community support services £	Advice, information and advocacy £	Total 2017 £	Total 2016 £
Expenses	a	488	436	59	983	2,726
Operating costs	a	977	872	118	1,967	3,027
Central costs	a	18,843	16,818	2,268	37,929	43,399
Premises	b	32,723	8,611	878	42,212	41,970
Maintenance	c	12,127	655	64	12,846	12,558
Financial	a	451	402	54	907	1,000
Training	a	1,591	1,420	191	3,202	877
Wages and salaries	a	151,442	135,163	18,229	304,834	256,186
National insurance	a	8,797	7,851	1,059	17,707	14,518
Pension cost	a	5,480	4,891	660	11,031	9,693
Depreciation	a	3,796	3,388	457	7,641	13,266
		<u>236,715</u>	<u>180,507</u>	<u>24,037</u>	<u>441,259</u>	<u>399,220</u>
<i>At 31 March 2016</i>		<u>203,845</u>	<u>175,963</u>	<u>19,412</u>	<u>399,220</u>	

- a In proportion to direct costs
b In proportion to usage of ground floor area of property
c In proportion to usage of equipment

10. GOVERNANCE COSTS

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	Total funds 2016 £
Auditors' remuneration	-	3,424	3,424	3,100
Wages and salaries	-	3,884	3,884	3,789
	<u>-</u>	<u>7,308</u>	<u>7,308</u>	<u>6,889</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

11. NET INCOME/(EXPENDITURE)

This is stated after charging:

	2017 £	2016 £
Depreciation of tangible fixed assets: - owned by the charity	20,191	27,078
Auditors' remuneration - audit	3,424	3,100
	<u>23,615</u>	<u>30,178</u>

During the year, no Trustees received any remuneration (2016: £NIL).

During the year, no Trustees received any benefits in kind (2016: £NIL).

During the year, no Trustees received any reimbursement of expenses (2016: £NIL).

12. STAFF COSTS

Staff costs were as follows:

	2017 £	2016 £
Wages and salaries	1,102,406	1,051,294
Social security costs	49,349	45,019
Other pension costs	36,107	34,344
	<u>1,187,862</u>	<u>1,130,657</u>

During the year, as part of a restructuring to make the charity sustainable in the changing funding climate, redundancy costs of £13,777 were incurred. This amount is included in the figure for wages and salaries above.

The average number of persons employed by the Charity during the year, on a full time equivalent basis was as follows:

	2017 No.	2016 No.
	49	44

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

The average monthly total number of employees during the year was 120 (2016: 124).

The total cost to the Charity of paying remuneration and benefits to key management personnel (the senior management team, as set out on page one), including employer pension and National Insurance contributions, was £96,354 (2016 £88,650). In addition, the £13,777 of redundancy cost related to key management personnel.

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

13. TANGIBLE FIXED ASSETS

	Freehold property £	Short Term Leasehold Property £	Motor vehicles £	Fixtures and fittings £	Office equipment £
COST					
At 1 April 2016	370,000	239,856	-	82,466	64,802
Additions	1,712	2,024	1,000	-	2,744
Disposals	-	(188,877)	-	(21,838)	(44,599)
At 31 March 2017	<u>371,712</u>	<u>53,003</u>	<u>1,000</u>	<u>60,628</u>	<u>22,947</u>
DEPRECIATION					
At 1 April 2016	-	217,231	-	42,746	54,208
Charge for the year	-	1,961	500	12,126	5,604
On disposals	-	(188,877)	-	(21,838)	(44,599)
At 31 March 2017	<u>-</u>	<u>30,315</u>	<u>500</u>	<u>33,034</u>	<u>15,213</u>
NET BOOK VALUE					
At 31 March 2017	<u>371,712</u>	<u>22,688</u>	<u>500</u>	<u>27,594</u>	<u>7,734</u>
At 31 March 2016	<u>370,000</u>	<u>22,625</u>	<u>-</u>	<u>39,720</u>	<u>10,594</u>
					Total
					£
COST					
At 1 April 2016					757,124
Additions					7,480
Disposals					(255,314)
At 31 March 2017					<u>509,290</u>
DEPRECIATION					
At 1 April 2016					314,185
Charge for the year					20,191
On disposals					(255,314)
At 31 March 2017					<u>79,062</u>
NET BOOK VALUE					
At 31 March 2017					<u>430,228</u>
At 31 March 2016					<u>442,939</u>

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

14. FIXED ASSET INVESTMENTS

	Listed securities £
MARKET VALUE	
At 1 April 2016	106,343
Additions	52,245
Disposals	(51,997)
Revaluations	23,995
	<u>130,586</u>
At 31 March 2017	<u><u>113,852</u></u>
HISTORICAL COST	
	<u><u>113,852</u></u>

MATERIAL INVESTMENTS

	31 March 2017 £	31 March 2016 £
Hawksmoor Vanburgh	49,864	13,840
Hawksmoor Distribution	35,171	27,797
Cash held as part of investment portfolio	16,368	50,247

All investments are held in the United Kingdom.

15. DEBTORS

	2017 £	2016 £
Debtors arising from operations	104,899	112,355
Amounts owed by undertakings in which the company has a participating interest	11,009	2,921
Legacies due	11,220	23,040
Other debtors	-	60
Prepayments and accrued income	23,630	10,184
	<u>150,758</u>	<u>148,560</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Creditors arising from operations	16,577	10,674
Other taxation and social security	15,895	19,772
Pension contributions payable	6,575	-
Accruals and deferred income	14,504	10,417
	<u>53,551</u>	<u>40,863</u>

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

17. FINANCIAL INSTRUMENTS

	2017 £	2016 £
Financial assets measured at amortised cost	<u>344,354</u>	<u>455,355</u>
Financial liabilities measured at amortised cost	<u>27,852</u>	<u>17,794</u>

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

Financial liabilities measured at amortised cost comprise creditors, pension liabilities and accrued costs.

18. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2016 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2017 £
DESIGNATED FUNDS						
Fixed Assets	197,635	-	-	(10,999)	-	186,636
Service Support Fund	220,000	-	-	(50,000)	-	170,000
	<u>417,635</u>	<u>-</u>	<u>-</u>	<u>(60,999)</u>	<u>-</u>	<u>356,636</u>
GENERAL FUNDS						
General Funds	252,427	1,250,181	(1,333,891)	64,711	23,995	257,423
Total Unrestricted funds	<u>670,062</u>	<u>1,250,181</u>	<u>(1,333,891)</u>	<u>3,712</u>	<u>23,995</u>	<u>614,059</u>
RESTRICTED FUNDS						
Sycamores Fund	245,304	-	-	(1,712)	-	243,592
Budding Friends	-	4,839	(4,839)	-	-	-
Capital Projects	2,000	2,000	-	(2,000)	-	2,000
Community Activities	-	325	(325)	-	-	-
Dementia Day Service	-	150	(150)	-	-	-
Dementia support	8,000	-	(8,000)	-	-	-
Hardship and Amenity	761	-	(605)	-	-	156
Information/Advice	-	16,023	(16,023)	-	-	-
Living Well	44,081	44,074	(88,155)	-	-	-
Men in Sheds	-	30,415	(30,415)	-	-	-
Social Support	-	3,000	(3,000)	-	-	-
Supporting Victims of Crime	-	10,802	(10,802)	-	-	-
Sycamores Day Service	-	3,500	(3,500)	-	-	-
Westexe	-	22,900	(22,400)	-	-	500
	<u>300,146</u>	<u>138,028</u>	<u>(188,214)</u>	<u>(3,712)</u>	<u>-</u>	<u>246,248</u>

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

18. STATEMENT OF FUNDS (continued)

Total of funds	<u>970,208</u>	<u>1,388,209</u>	<u>(1,522,105)</u>	<u>-</u>	<u>23,995</u>	<u>860,307</u>
----------------	----------------	------------------	--------------------	----------	---------------	----------------

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2015 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2016 £
DESIGNATED FUNDS						
Fixed Assets	57,133	-	-	140,502	-	197,635
Sycamores acquisition	120,000	-	-	(120,000)	-	-
Service support fund	-	-	-	220,000	-	220,000
	<u>177,133</u>	<u>-</u>	<u>-</u>	<u>240,502</u>	<u>-</u>	<u>417,635</u>
GENERAL FUNDS						
General Funds	248,780	1,483,765	(1,280,293)	(199,216)	(609)	252,427
	<u>248,780</u>	<u>1,483,765</u>	<u>(1,280,293)</u>	<u>(199,216)</u>	<u>(609)</u>	<u>252,427</u>
Total Unrestricted funds	<u>425,913</u>	<u>1,483,765</u>	<u>(1,280,293)</u>	<u>41,286</u>	<u>(609)</u>	<u>670,062</u>
RESTRICTED FUNDS						
Sycamores Fund	-	245,304	-	-	-	245,304
Budding Friends	-	19,781	(19,781)	-	-	-
Capital Projects	5,000	38,286	-	(41,286)	-	2,000
Community Activities	-	377	(377)	-	-	-
Dementia Day Service	-	95	(95)	-	-	-
Dementia support	-	8,000	-	-	-	8,000
Hardship and Amenity	851	-	(90)	-	-	761
Information/Advice	-	15,951	(15,951)	-	-	-
Living Well	-	131,317	(87,236)	-	-	44,081
Men in Sheds	-	45,055	(45,055)	-	-	-
Social Support	-	5,301	(5,301)	-	-	-
Supporting Victims of Crime	-	8,000	(8,000)	-	-	-
Sycamores Day Service	-	5,550	(5,550)	-	-	-
Westex	-	22,418	(22,418)	-	-	-
	<u>5,851</u>	<u>545,435</u>	<u>(209,854)</u>	<u>(41,286)</u>	<u>-</u>	<u>300,146</u>
Total of funds	<u>431,764</u>	<u>2,029,200</u>	<u>(1,490,147)</u>	<u>-</u>	<u>(609)</u>	<u>970,208</u>

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2016 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2017 £
Designated funds	417,635	-	-	(60,999)	-	356,636
General funds	252,427	1,250,181	(1,333,891)	64,711	23,995	257,423
	670,062	1,250,181	(1,333,891)	3,712	23,995	614,059
Restricted funds	300,146	138,028	(188,214)	(3,712)	-	246,248
	970,208	1,388,209	(1,522,105)	-	23,995	860,307

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2015 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2016 £
Designated funds	177,133	-	-	240,502	-	417,635
General funds	248,780	1,483,765	(1,280,293)	(199,216)	(609)	252,427
	425,913	1,483,765	(1,280,293)	41,286	(609)	670,062
Restricted funds	5,851	545,435	(209,854)	(41,286)	-	300,146
	431,764	2,029,200	(1,490,147)	-	(609)	970,208

Fixed Assets Fund

In order that general funds represent the free reserves of the charity, the Trustees show the funds invested in fixed assets as a separate designated fund, excluding the amounts included in the Sycamores restricted fund.

Sycamores Acquisition

The Charity acquired a property during the previous year. The funds designated for the acquisition were transferred to the Fixed Assets Fund last year.

Sycamores Fund

The charity purchased a property at a discounted value on the condition that it is used for charitable purposes to benefit the local community, and in particular to deliver social care to Devon residents. The property was valued on acquisition at £370,000. Originally, it cost the Charity £124,696 and a further £1,712 has been spent this year. If the Charity decides to sell the property within five years of its acquisition, then it may have to forego the difference by having to sell the property back to Devon County Council at cost. Accordingly, the difference between original value and cost is being carried as a restricted fund.

Service Support Fund

During the previous year, the Charity was very fortunate to receive a substantial legacy of £290,000. The Trustees agreed that this would be used to support essential and much needed services that would otherwise be financially unviable. £70,000 was utilised during the year to 31 March 2016 and £50,000 during the year to 31 March 2017, leaving £170,000 designated for such purposes in future years.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

18. STATEMENT OF FUNDS (continued)

Budding Friends

These grants are to provide a peer support service for people with dementia and their families and carers.

Capital and Refurbishment Projects

These funds were received to buy specific capital items and to refurbish premises. Once these monies are spent and the restriction is satisfied, the funds are reallocated to the fixed asset or other unrestricted funds as appropriate. The balance carried forward at the year end represents monies received for the purchase of new furniture.

Community Activities

These are a range of activities which take place across the city including exercise classes and Tai Chi, a choir, a weekly tea dance, a social group for people with a visual impairment, a bridge group, two art groups, a reading group, a history group, health promotion groups and a variety of coach trips during the summer months.

Dementia and Sycamores Day Services

These grants and donations were given specifically for the benefit of users of the respective services.

Dementia Support

This was funding to support the employment of a Dementia Service Wellbeing Co-ordinator. The funding will be used during 2016/17.

Hardship and Amenity

This fund was given to help vulnerable older people with limited funds at a time of crisis, by providing time limited support, enhancing their quality of life.

Information and Advice

This service responds to around 3,000 enquiries from local older people and their families each year on issues ranging from housing and care services to help with heating costs and benefits.

Living Well

This is a project to help older people with long-term health conditions get the most out of life by managing their health better through one to one support and group activities. The project was originally funded by the Big Lottery via Age UK and has subsequently been funded by Devon County Council.

Men in Sheds

This project involves older men coming together to recondition tools and garden implements that have been donated to the project for shipment to Africa via 'Tools for Self-Reliance' or sale at community events locally.

Social support

These funds were given to support our work combatting loneliness and isolation in the city by providing social groups and a befriending service where volunteers regularly visit and telephone older people living alone.

Supporting Victims of Crime

These funds were received from the Victim Support Service to support older people that have been victims of crime.

Westexe Resource Centre

This is funding from Exeter City Council, to cover rent and contribution to the running costs of the café.

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £
Tangible fixed assets	243,592	186,636	430,228
Fixed asset investments	-	130,586	130,586
Current assets	2,656	350,388	353,044
Creditors due within one year	-	(53,551)	(53,551)
	<u>246,248</u>	<u>614,059</u>	<u>860,307</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £
Tangible fixed assets	245,304	197,635	442,939
Fixed asset investments	-	106,343	106,343
Current assets	54,842	406,947	461,789
Creditors due within one year	-	(40,863)	(40,863)
	<u>300,146</u>	<u>670,062</u>	<u>970,208</u>

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

	2017 £	2016 £
Net (expenditure)/income for the year (as per Statement of Financial Activities)	(109,901)	538,444
Adjustment for:		
Depreciation charges	20,191	27,078
(Gains)/losses on investments	(23,995)	609
Dividends, interest and rents from investments	(4,515)	(2,210)
Gift in kind	-	(245,304)
(Increase)/decrease in debtors	(2,198)	34,365
Increase/(decrease) in creditors	12,688	(2,724)
Net cash (used in)/provided by operating activities	<u>(107,730)</u>	<u>350,258</u>

AGE UK EXETER
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

21. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2017 £	2016 £
Cash in hand	825	795
Notice deposits (less than 3 months)	201,461	312,434
Total	<u>202,286</u>	<u>313,229</u>

22. OPERATING LEASE COMMITMENTS

At 31 March 2017 the total of the Charity's future minimum lease payments under non-cancellable operating leases was:

	Land and buildings		Other	
	2017 £	2016 £	2017 £	2016 £
AMOUNTS PAYABLE:				
Within 1 year	17,400	17,400	-	-
Between 1 and 5 years	69,600	69,600	-	-
After more than 5 years	174,000	191,400	-	-
Total	<u>261,000</u>	<u>278,400</u>	<u>-</u>	<u>-</u>

The above amounts are due under a lease that expires in 2032. However, the charity is in receipt of grant funding from the landlord, which is equal to the rent payable.

23. RELATED PARTY TRANSACTIONS

Trustees made unconditional donations to the Charity during the year, totalling £1,089 (2016: £506). In addition, Trustees purchased tickets to the value of £920 for the Gala dinner held in the year (2016: £1,360).

