

Company no. 05586735  
Charity no. 1111773

**Age Concern Gloucestershire**  
**Report and Audited Financial Statements**  
**31 March 2020**

## Age Concern Gloucestershire

### Reference and administrative details

For the year ended 31 March 2020

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**Company number** 05586735

**Charity number** 1111773

**Registered office and operational address** Henley House  
Barnett Way  
Barnwood  
Gloucestershire  
GL4 3RT

**Trustees** Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Helen Bown	
Lawrence Boyd	Honorary Treasurer
Nigel Burton	
Ian Crocombe	appointed 9 January 2020
John Cullen	resigned 9 January 2020
Sonia Dyer	resigned 27 June 2019
Patricia Le Rolland	Chair
Alan Machin	
Stephen Tutin	appointed 9 January 2020
Adam Vines	

**Chief executive officer and company secretary** Mr Rob Fountain

**President** Dame Janet Trotter

**Bankers** Lloyds Bank plc  
Eastgate Street  
Gloucester  
GL1 1NU

**Auditors** Godfrey Wilson Limited  
Chartered accountants and statutory auditors  
5th Floor Mariner House  
62 Prince Street  
Bristol  
BS1 4QD

## **Age Concern Gloucestershire**

### **Chair's report**

#### **For the year ended 31 March 2020**

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On behalf of the board of trustees, I am pleased to present our annual report and accounts for 2019/20. This was in many ways a year of renewal.

We moved our office base for the first time in many years. Before the previous lease ended in January 2020, we had already been thinking about our future accommodation requirements. We were able to move quickly in identifying excellent new premises at Henley House, and make good use of designated funds from reserves for such a move. The move is not just a new address, the move has supported the team working in a new way – it is smaller, configured across one floor, and offers more modern accommodation for staff and easier premises to manage. The office move has also triggered an increase in our outreach activity to ensure we are accessible to all our communities across Gloucestershire.

We reviewed our strategic plan, approving an ambitious plan for supporting Gloucestershire to be ready and positive about the demographic change forecast in the next 20 years. Staff and trustees worked together to shape our new strategic plan, with clear organisational priorities, new values underpinning how we work and a financial model to underpin our aspirations. We recruited a high quality fundraising lead to oversee our efforts to secure new income.

Whilst some of our work came to an end during the year, we took the opportunity to reconfigure how we can make the most impact for older people. We set up new and innovative projects, like Homeshare, and applied our established ways of working to new audiences, like our independently-evaluated dementia project.

At the end of the year we are reporting on, we had the challenge of Covid-19 to respond to. Recent changes in our approach and investment in our infrastructure played a huge role in our ability to respond quickly and efficiently despite restrictions on movement and keeping the safety of older people, volunteers and staff the highest priority. Our vastly improved IT provision ensured staff were able to maintain operations whilst working from home without any interruption in response to the public. The other crucial part in our positive response to a crisis impacting older people in particular was the flexibility, commitment and creativity of our staff and volunteers.

The pandemic has reinforced our new strategic priorities. We have seen the ageism we are fighting against brought clearly to light in media and policy responses. The importance of social connection and connected communities has also been seen across society. This gives us a clear focus for the years to come. Albeit that we will need to continually revisit our delivery plans to reflect the new world and the financial impact of a global pandemic.

Patricia Le Rolland, Chair

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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The board of trustees are pleased to present their annual report, together with the financial statements of the charity, for the year ending 31 March 2020. These are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2015).

#### **Our purposes and activities**

During the year, the Charity's governing document was reviewed and updated. This followed guidance from national Age UK, and recognised that several years have passed since the previous articles were adopted. Good governance supports regular review of governing documents to ensure they reflect best practice, up to date communication methods and changes in the operating context of the charity.

The updated objects of the charity as set out in the Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people within Gloucestershire:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- assisting older people in need by reason of ill-health, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the trustees decide.

The outcome of this being the promotion of the well-being of older people.

The board also conducted a full strategic review during the year. The new strategic plan built on progress in our previous one, and focusses on five strategic objectives for the charity:

1. To drive a new narrative about ageing to encourage people to see it as an important part of the life course;
2. To champion and lobby for age-friendly communities across Gloucestershire to influence the way places are physically set up;
3. To stimulate a range of opportunities at neighbourhood level for people to access to gain purpose and social networks;
4. To partner with local systems so they work in a more individual and strengths-based way with older people. Where necessary, we should provide casework to support people to reconnect with their community through times of transition or vulnerability; and
5. To be the safe place that people can contact if they don't know where else to turn and where they can receive informed, patient and accessible help to move forward. Also encouraging forward-planning about later life for all.

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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The strategies employed and allocation of resources to achieve the charity's aims and objectives during the year were divided across:

#### **Support to INDIVIDUALS**

The core of our offer remains free information and advice to individuals across the county.

This year we completed projects providing welfare benefits advice to older people and one project called Better Later Lives using a guided conversation model to help older people resolve their issues.

We restructured our team when funding from Better Later Lives ended and rebranded our One Stop Information Service as The HelpTeam.

The HelpTeam continues to provide time from our skilled team to support callers on the phone and via email with a wide range of issues. In addition, prior to the restrictions imposed by the Covid-19 pandemic, the HelpTeam had begun to establish a presence at outreach venues around the County. They had a weekly drop-in presence in public places in Gloucester, Newent and Tewkesbury, with others lined up. We will resume and expand this outreach activity when social distancing measures allow.

Our Joining Forces project continued throughout the year, providing a range of support for older veterans with resolving specific issues, increasing social connections and gaining a sense of esteem.

#### **Support through COMMUNITIES**

Our Community Conversers, Community Activators project ran through the year. We continued to explore ways of mobilising citizens to be proactive in starting conversations with older people and setting up new activities in their neighbourhood.

Our Life Changes project also continued through the year. The Springboard groups expanded to 13 through the project. Seeing the powerful impact these peer support groups have on connecting people to new friendships and community opportunities, we committed in our new strategy to expanding these across the County. An initial grant to support this was secured from Gloucestershire County Council at the start of 2020.

When the Covid-19 pandemic hit, and physical Springboard groups had to be suspended, we moved swiftly to set up an on-line Gloucestershire Springboard group from which we could maintain contacts between older people and run a range of interactive activities. We also supported individuals with less digital confidence to get online. This built on the work of our One Digital project (in partnership with Age UK Hereford & Worcestershire) which also ran through the year.

#### **Support alongside STATUTORY PROVISION**

For a second year, Out of Hospital, our commissioned service to support people after a hospital discharge, delivered record numbers of support. This included expansion of the service to respond to winter pressures in the acute hospitals, but also due to a proactive expansion of the service to cover all the Community Hospitals after a pilot project.

We delivered another pilot on behalf of local commissioners to explore how the Out of Hospital model could support people in the community living with dementia to prevent them falling into crisis or needing a non-medical admission to hospital. Independent evaluation of the project showed significant impacts on both individuals and on costs to the health system.

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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We set up an innovative Homeshare scheme, again working with our CCG commissioners. With positive take up and impact on older householders who were matched to a homesharer, proof of concept was shown and we will continue to run the scheme through 2020.

Finally, our Knead 2 Know project on later life planning (a partnership with another local charity The Wiggly Worm) ran for a further year and we delivered our positive messages on the importance of discussing and recording later life preferences at bread making workshops and fruit kebab making pop-up events around the County.

#### **Fundraising**

In 2019-20 as planned, we recruited a Head of Fundraising and Communications to develop our fundraising strategy and carry out fundraising activities.

We registered with the Fundraising Regulator, and are committed to adhering to the Fundraising Code of Practice. We are committed to protecting vulnerable people, and any direct fundraising approaches are made only to people who have given explicit consent to be contacted for these purposes. All communications are carefully planned and peer-checked to ensure that supporters are not overwhelmed by volume or pressure of communications.

No fundraising was carried out during the year by a third party/professional organisation. We received no complaints about our fundraising practice.

#### **Our volunteers and partners**

AUKG would not be able to achieve its objectives without the capable and unstinting support of its volunteers. In every aspect of the Charity's work volunteers play an enormous and very valuable part. Over 80 volunteers at any time are working alongside the staff team in direct service delivery as well as other support such as administration, governance and fundraising.

The board of trustees, who are volunteers themselves, are immensely grateful to all the volunteers and staff who helped carry out AUKG's activities during the year.

We have been supported during the year by a range of commercial, voluntary, charitable and statutory organisations including:

Active Gloucestershire, Age Concern Forest of Dean, Age UK, Alzheimer's Society, Aspire Leisure (GL1), Barnwood Trust, BBC Radio Gloucestershire, British Red Cross, CCP (Wellbeing Teams), Cheltenham Borough Homes, Cruse Bereavement Support, Dept. for Work & Pensions, Do-IT volunteering, Esmee Fairbairn Foundation, Forest Voluntary Action Forum, Forest of Dean District Council, Gloucestershire NHS Clinical Commissioning Group, Gloucestershire County Council, Gloucestershire Deaf Association, Gloucestershire Football Association, Gloucestershire Fire and Rescue Service, Gloucestershire Food Banks, Gloucestershire Hospitals NHS Foundation Trust, GOPA, Gloucester City Homes, Gloucester Rugby Gloucestershire VCS Alliance, Home Group (Wellbeing teams), Imogen Blood & Associates, Indeed volunteering, Independence Trust (Wellbeing Teams), Insight Gloucestershire, IVO volunteering, Julia & Hans Rausing Charitable Trust, Office of the Police and Crime Commissioner, SSAFA Gloucestershire, Severn Vale Housing, Stroud District Council, Warm and Well, The Wiggly Worm.

## Age Concern Gloucestershire

### Report of the trustees

#### For the year ended 31 March 2020

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The Charity is a member of the Age England Association, and a Brand Partner of Age UK. Age UK Gloucestershire remains an independent charity.

A number of smaller local charities are 'Friends' of Age UK Gloucestershire as part of the partnership arrangements with Age UK. During the year these were Age Concern Churchdown and St Hilda's Lunch Club.

#### **Our values**

As part of our strategic review this year we revisited, as a staff and trustee team, the values that underpin our work. We have redefined our organisational values as being key in how we seek to REACH our strategic ambitions:

Relationships: We know that social connections and relationships are powerful and protective. We seek to work in a relational way, and to use our knowledge, skills and networks to help people make natural and meaningful connections.

Every minute matters: We are positive about later life because we know it is a valuable and vital time in life. We respect that everyone's time is precious and seek to make the most of every contact we have.

Age-friendly: We are relentless in encouraging our community to be responsive and positive about ageing, and use our knowledge and influence to inspire our whole community to contribute to making our county a great place to grow older.

Curiosity: We know 'older people' is not a homogeneous group, and we celebrate the diversity of experience that is later life. Knowing later life is different for everyone, we never assume we know what people's lives are like and start all interactions exploring with individuals what matters to them.

Hopeful: As a team we are motivated by the potential to achieve positive outcomes for people. We always seek to enable older people to retain purpose and meaning in their lives and as active members of a refreshed, inter-age community.

We seek feedback from those accessing our support at regular intervals and at the conclusion of any specific intervention and use evaluation information to continually review and develop our services.

Remaining connected to the experiences and needs of older people is a key consideration. We have a positive relationship with Gloucestershire Older People's Association. We also continue to host the Ageing Well group within Age UK Gloucestershire, and we connect with the network of Springboard groups we have established during the Life Changes project and beyond as a route to hearing direct from local older people.

At the start of the year we concluded and published the findings of our countywide engagement project "Everyone's Ageing: Let's do it better". This included the views of over 300 older people.

## Age Concern Gloucestershire

### Report of the trustees

#### For the year ended 31 March 2020

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#### Achievements and performance

During the year, we:

- Responded to an average of 230 enquiries a week through the HelpTeam;
- Through Joining Forces we provided casework support to conversations / direct support to 214 veterans and 70 veterans family members. Awareness raising of Joining Forces and veterans support at events across the county reached 1,476 veterans and their immediate family;
- Better Later Lives funded Information and Advice home visit project concluded in September 2019 having supported over 200 older people to improve their overall wellbeing including improving their income;
- We created and distributed comprehensive “Guidance Notes” for older people and their families wishing to claim Attendance Allowance;
- HelpTeam presence was established in outreach locations around the county including GL1 leisure centre, Newent Library and Northway Community Hub;
- We supported 1,084 discharges to the Out of Hospital Service (2019: 1,013);
- Following a successful pilot, Gloucestershire CCG funded the expansion of the Out of Hospital Service to support discharges from all of the county’s Community Hospitals (229 referrals in the year);
- In partnership with British Red Cross, we were awarded funding from NHS England to increase our capacity to support the response to the local healthcare system during the critical winter period resulting in an additional 428 people being supported;
- We successfully delivered a commissioned ‘Dementia Project’ to over 80 people with dementia and their carers; an external evaluation was able to demonstrate that the approach based on the OOH Service model, delivered material benefits to those with dementia (and their carers) and commissioners of dementia services;
- Achieved and supported 7 Homeshare matches in our first year, with more householders in the process of being matched to sharers;
- The Homeshare manager has been in contact with over 600 organisations, parish councils, community groups etc. with the aim of increasing awareness about Homeshare. Gloucestershire CCG confirmed that following their assessment of the success, viability and potential for growth of Homeshare in Gloucestershire, they would commit to funding the project ‘for a further year to develop Homesharing in Gloucestershire’;
- Engaged 376 people (2019: 360 people) in thinking about later life planning through our Knead 2 Know workshops and pop up events;
- Were able to report to our funder that in the first year of Community Conversers, Community Activators, around 390 older people had access to community activities designed to promote physical and mental health and reduce isolation, as a direct result of AUKG’s Community Activator approach. These activities include community choirs and walking football and rugby;
- Supported 4 community choirs to self-manage and continue providing weekly choir sessions, with an average of 30/40 participants at each session, with public performances delivered including to over 600 people attending our Christmas Carol Concert at Gloucester Cathedral;
- Supported over 100 individuals through Life Changes with practical support, IT and cookery sessions and through the 13 Springboard groups;
- Had an average of over 80 active volunteers supporting our work at any one time in a range of services and functions;
- Had more than 15,000 people using our website during the year, undertaking 21,000 sessions and accessing some 53,000 page views. 86% were ‘new visitors’; and
- When Covid-19 struck during March 2020, we reconfigured our approach to reflect the needs of older people and physical distancing restrictions, and supported 510 individuals in the last 2 weeks of March through the Help Team, Out of Hospital, and with welfare and friendly conversation phone calls.

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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##### **Finance Review**

We are reporting a sizeable deficit for the year of £302,960 (2019: surplus of £54,199). The operational deficit was budgeted for. The loss in value of investments was caused in the final month of the year by the impact of the Covid-19 pandemic on global financial markets.

Income for the year of £740,399 (2019: £841,368) achieved the levels set in the annual budget. Our operating losses included expenditure in the year as planned from designated reserves, to support charitable activity, investment in fundraising and to cover the costs of our office relocation (£40k).

In reviewing our strategic plan this year, trustees looked carefully at our future financial position. A forecast was developed that recognised that we will not see the returns from our fundraising activity immediately. At the same time, we hold reserves which should allow us to bridge this gap. Knowing it will take a couple of years before we see our new fundraising strategy generate all the income we need, trustees agreed a financial plan that anticipates use of our reserves for another two years to support our charitable activity within the strategic plan.

Having made these plans, the Covid-19 pandemic arrived. Our strategic decisions and financial management ensured that our income was not unduly affected by the immediate shock of the pandemic and that we had access to sufficient cash to support our operations throughout the crisis and year ahead.

Covid-19 has changed the world we are operating in. Trustees are conscious of an impact on the funding environment for charities. The financial position of statutory bodies, grant makers and the general public are all impacted by the economic effects of Covid-19. As such we will need to do further work during 2020/21 to review our short and medium term financial plans. Trustees continue to identify financial sustainability as a significant strategic risk and are proactive in forecasting forward to inform decision-making.

The charity has continued to deliver its services throughout the pandemic and is not anticipating the withdrawal of confirmed future funding from donors or commissioners. The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **Investment policy and powers**

Subject to the requirements of the Charity's governing documentation and legislation generally, the trustees have discretion to invest funds as they consider appropriate. In exercising this discretion, the trustees have regard to the potential funding requirements of the charity and the need to balance return on assets and investment risk.

The performance of the investments is shown in note 12 of the financial statements.

##### **Reserves policy and designations**

The board has set a reserve policy which requires a reserve of unrestricted funds equivalent to six months operating costs. This reserve equates to £245k (35% of total reserves). An additional amount of £94k has been set aside to meet lease and other winding up commitments.

Trustees recognise that reserves are currently greater than the six month operating cost level. Holding a higher level of reserves has been useful during the significant restructuring of the organisation, supporting this year's required office move and also provided resilience through the Covid-19 pandemic.

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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Trustees agreed during 19/20 to use current reserves to pay off the current pension deficit in full. An allowance of £100k has been made for this. This was due to be actioned in the last quarter of 19/20 but was delayed by the office move and then the pandemic. Trustees will ensure this is actioned as soon as the financial situation triggered by Coronavirus settles down.

Trustees regularly review the required reserves and identify appropriate use for them to support our charitable purpose. During the strategic planning process this year, trustees reviewed the designated funds to support operating costs. Currently designated funds stand at £693,000. Funds will support:

- approximately 59% to cover operating costs of core services ahead of fundraising activity securing the necessary income;
- 27% to support the development of fundraising capacity; and
- 14% to fund new project development.

A further £42k of the reserves are restricted funds – the purposes of these are outlined in note 18 of the accounts.

#### **Plans for the future**

Whilst our plans will be subject to review in light of the social and economic consequences Covid-19, our focus will be on:

- Challenging ageism wherever it exists in our county and promoting positive narratives around ageing that include the voice of older people being heard in policy making;
- Promoting the benefits of age friendly places and offering practical support to local communities on becoming more inclusive for older people;
- Spreading our Springboard group model, including on-line, as well as progressing our support to citizens to provide opportunities for older people to be connected;
- Continuing to deliver and develop our casework model as part of statutory pathways and responses so older people have access to community-connected interventions;
- Ensuring our HelpTeam is accessible to people wherever they live in Gloucestershire, through high quality phone responses and outreach activity; and
- Implementing a fundraising strategy to achieve required income levels.

Operational, communications and fundraising plans have been prepared.

#### **Structure, governance and management**

##### **Legal status and governing document**

Age Concern Gloucestershire (ACG), is a registered Charity and Company Limited by guarantee. The Company has operated as Age UK Gloucestershire (AUKG) since 1 June 2010 and is referred to throughout this document by that name. The Company is governed by its Memorandum and Articles of Association originally dated 7 October 2005 and amended following a Special Resolutions on 5 February 2020. The governing documents require the trustees to act in the best interest of the Charity and its beneficiaries. The trustees make no personal gain from the Charitable Company.

##### **Appointment, induction and training of board of trustees**

A formal process is in place to ensure that the board of trustees has the range of skills and experience necessary to fulfil the responsibilities of the trustees; this process includes undertaking a skills audit, advertising to attract new board members with specific skills to meet gaps in board expertise, a formal selection process and relevant checks, including Disclosure and Barring Service checks and ensuring individuals are not disqualified from serving as a Company Director.

Once appointed or co-opted, new trustees undertake an induction programme which includes an introduction to all our projects. Trustees are made aware of relevant training opportunities.

## **Age Concern Gloucestershire**

### **Report of the trustees**

#### **For the year ended 31 March 2020**

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##### **Organisational structure**

The overall responsibility for governance and financial affairs of Age UK Gloucestershire lies with its board of directors. The board discharges this responsibility by determining the Charity's strategy, setting the delegated authority of the Chief Executive, maintaining a monitoring overview function and agreeing and monitoring the policies and procedures, which provide the framework for the management and operation of the Charity.

The board is assisted in fulfilling its duties by an established process of convening working groups to operate on specific issues and to explicit remits in between full board meetings.

Trustees also ensure compliance with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

The Annual General Meeting of the Charity elects the trustees and honorary officers, appoints auditors and considers and adopts the Annual Report and Audited Financial Statements for the preceding year's activities.

The Charity's Chief Executive Officer is responsible for the day to day operation of the Charity and manages the staff and volunteers of the Charity on behalf of the trustees. He is also the Company Secretary.

##### **Remuneration of key management personnel**

A pay review policy is in place which outlines our approach to an annual pay review for all staff, excluding the CEO. The board considers any rise to salaries taking account of the financial position of the charity, wider economic indicators (e.g. inflation) and benchmarking against similar organisations. A recommendation is made to the board for approval and implementation from November.

CEO salary is reviewed at financial year end following annual appraisal by the Chair. Any salary rise is considered by trustees against achievement of objectives, overall organisation performance and relevant benchmarking information. The full board makes the final decision on any change in remuneration of the CEO.

##### **Risk management**

The board maintains a strategic risk register which is reviewed at the end of every board meeting. In addition, the executive maintain a risk register for all activity undertaken on the annual business plan. This is reviewed and updated on a monthly basis, with key risks reported to the board at each meeting. The trustees review these risks on an ongoing basis and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance.

In assessing risk trustees recognise that some areas of our work require the acceptance and management of risk if our key objectives are to be achieved.

## Age Concern Gloucestershire

### Report of the trustees

**For the year ended 31 March 2020**

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#### **Statement of responsibilities of the trustees**

The trustees (who are also directors of the charity 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

#### **Auditors**

Godfrey Wilson Limited were re-appointed as auditors to charity during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 10 June 2020 and signed on their behalf by



Patricia Le Rolland - Chair/Director

## **Independent auditors' report**

**To the members of**

**Age Concern Gloucestershire**

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### **Opinion**

We have audited the financial statements of Age Concern Gloucestershire (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities, balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

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

### **Conclusions relating to going concern**

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

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

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

## **Independent auditors' report**

**To the members of**

### **Age Concern Gloucestershire**

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

We have nothing to report in this regard.

#### **Opinion on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

#### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## Independent auditors' report

To the members of

### Age Concern Gloucestershire

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#### **Our responsibilities for the audit of the financial statements**

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### **Use of our report**

This report is made solely to the charity'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 charity's members those matters we are required to state to them in an auditor's 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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Date: 14 JULY 2020.

**Alison Godfrey FCA**  
**(Senior Statutory Auditor)**

For and on behalf of:

#### **GODFREY WILSON LIMITED**

Chartered accountants and statutory auditors  
5th Floor Mariner House  
62 Prince Street  
Bristol  
BS1 4QD

## Age Concern Gloucestershire

### Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2020

	Note	Restricted £	Unrestricted £	2020 Total £	2019 Total £
<b>Income from:</b>					
Donations and legacies	3	-	75,861	<b>75,861</b>	226,898
Charitable activities:	4				
<i>Support for individuals</i>		99,353	15,950	<b>115,303</b>	115,835
<i>Community engagement</i>		86,164	17,906	<b>104,070</b>	153,440
<i>Statutory provision</i>		-	414,222	<b>414,222</b>	305,453
Other trading activities	5	-	30,073	<b>30,073</b>	34,183
Investments		-	870	<b>870</b>	727
Other		-	-	<b>-</b>	4,832
<b>Total income</b>		<u>185,517</u>	<u>554,882</u>	<u><b>740,399</b></u>	<u>841,368</u>
<b>Expenditure on:</b>					
Raising funds		-	72,860	<b>72,860</b>	44,745
Charitable activities:					
<i>Support for individuals</i>		120,121	156,755	<b>276,876</b>	238,733
<i>Community engagement</i>		86,164	(232)	<b>85,932</b>	167,193
<i>Statutory provision</i>		-	473,828	<b>473,828</b>	388,790
<b>Total expenditure</b>	7	<u>206,285</u>	<u>703,211</u>	<u><b>909,496</b></u>	<u>839,461</u>
<b>Net income / (expenditure) before gains / (losses)</b>		(20,768)	(148,329)	<b>(169,097)</b>	1,907
Net gains / (losses) on investments	12	-	(133,863)	<b>(133,863)</b>	52,292
<b>Net income / (expenditure)</b>		(20,768)	(282,192)	<b>(302,960)</b>	54,199
Transfers between funds		<u>20,768</u>	<u>(20,768)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	8	-	(302,960)	<b>(302,960)</b>	54,199
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>41,743</u>	<u>1,041,886</u>	<u><b>1,083,629</b></u>	<u>1,029,430</u>
<b>Total funds carried forward</b>		<u><u>41,743</u></u>	<u><u>738,926</u></u>	<u><u><b>780,669</b></u></u>	<u><u>1,083,629</u></u>

There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the accounts.

Age Concern Gloucestershire

Balance sheet

As at 31 March 2020

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	11	42,023	20,089
Investments	12	<u>594,105</u>	<u>942,968</u>
		<u>636,128</u>	<u>963,057</u>
<b>Current assets</b>			
Debtors	13	62,117	122,068
Current asset investments	14	75,182	74,510
Cash at bank and in hand		<u>161,362</u>	<u>124,327</u>
		298,661	320,905
<b>Current liabilities</b>			
Creditors: amounts falling due within 1 year	15	<u>(127,281)</u>	<u>(167,776)</u>
<b>Net current assets</b>		<u>171,380</u>	<u>153,129</u>
<b>Net assets excluding pension liability</b>		<b>807,508</b>	1,116,186
Defined benefit pension liability	19	<u>(26,839)</u>	<u>(32,557)</u>
<b>Net assets</b>	17	<u><u>780,669</u></u>	<u><u>1,083,629</u></u>
<b>Funds</b>			
Restricted funds	18	41,743	41,743
Unrestricted funds			
Designated funds		693,000	999,000
General funds		<u>45,926</u>	<u>42,886</u>
<b>Total charity funds</b>		<u><u>780,669</u></u>	<u><u>1,083,629</u></u>

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 10 June 2020 and signed on their behalf by

*Lawrence Boyd*

Lawrence Boyd - Trustee

*Patricia Le Rolland*

Patricia Le Rolland - Trustee

## Age Concern Gloucestershire

### Statement of cash flows

For the year ended 31 March 2020

	Note	2020 £	2019 £
<b>Cash used in operating activities:</b>			
<b>Net cash provided by / (used in) operating activities</b>	20	<b><u>(143,229)</u></b>	<b><u>23,808</u></b>
<b>Cash flows from investing activities:</b>			
Dividends, interest and rents from investments		870	727
Proceeds from the sale of property, plant and equipment		-	10,094
Proceeds from disposal of investment assets		215,000	-
Purchase of tangible fixed assets		<b><u>(34,934)</u></b>	<b><u>(28,938)</u></b>
<b>Net cash provided by / (used in) investing activities</b>		<b><u>180,936</u></b>	<b><u>(18,117)</u></b>
<b>Increase / (decrease) in cash and cash equivalents in the year</b>		<b><u>37,707</u></b>	<b><u>5,691</u></b>
Cash and cash equivalents at the beginning of the year		<b><u>198,837</u></b>	<b><u>193,146</u></b>
<b>Cash and cash equivalents at the end of the year</b>		<b><u><u>236,544</u></u></b>	<b><u><u>198,837</u></u></b>
<b>Analysis of cash and cash equivalents</b>			
Current asset investments		75,182	74,510
Cash at bank and in hand		<b><u>161,362</u></b>	<b><u>124,327</u></b>
<b>Cash and cash equivalents at the end of the year</b>		<b><u><u>236,544</u></u></b>	<b><u><u>198,837</u></u></b>

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 1. Accounting policies

##### a) Basis of preparation

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

Age Concern Gloucestershire 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 note.

##### b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. The trustees acknowledge that the COVID-19 pandemic is likely to have a profound impact on the global economy, and have considered the impact of this issue on the charity's current and future financial position. The charity has continued to deliver its services throughout the pandemic, reconfiguring activity that was not possible to deliver in person. No donors or commissioners have indicated a withdrawal of confirmed future funding. Indeed, additional income has been secured in support of the charity's Covid-19 response. As such, the trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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 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.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

## Age Concern Gloucestershire

### Notes to the financial statements

#### For the year ended 31 March 2020

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#### 1. Accounting policies (continued)

##### d) Interest receivable

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

##### e) Funds accounting

Unrestricted general funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

##### f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

##### g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis:

	2020	2019
Raising funds	8.2%	3.8%
Support for individuals	30.4%	30.9%
Community engagement	2.7%	10.1%
Statutory provision	58.7%	55.2%

##### h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as

Fixtures and fittings	25% / 33% straight line
Leasehold improvements	33.3% straight line
Equipment	20% straight line

Items of equipment are capitalised where the purchase price exceeds £1,000.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 1. Accounting policies (continued)

##### i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at fair value (their market value). The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

##### j) Debtors

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

##### k) Current asset investments

Current asset investments consists of cash equivalents held on deposit for investment purposes with a maturity date of less than one year and more than three months from the date of acquisition or opening of the deposit or similar account.

##### l) Cash at bank and in hand

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

##### m) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

##### n) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

##### o) Pension costs

The charitable company participates in a defined benefit pension scheme for its employees. This is a multi-employer pension scheme and is currently in deficit. A provision has been made for the charity's share of the deficit, based on the net present value of future contributions payable under the agreed deficit funding arrangement (see note 19).

##### p) Redundancy costs

Where an employee receives a redundancy payment, the cost is recognised at the date that the employee is notified.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 1. Accounting policies (continued)

##### q) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are described below.

##### Depreciation

As described in note 1h to the financial statements, depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. Depreciation rates in operation during the current and prior period were as follows:

Fixtures and fittings	25% / 33% straight line
Leasehold improvements	33.3% straight line
Equipment	20% straight line

##### Listed investment

As described in note 1i to the financial statements, investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at fair value (their market value).

##### Pension provision

As described in note 1o to the financial statements, the charitable company participates in a defined benefit pension scheme that is currently in deficit. A provision has been made for the charity's share of the deficit, based on the net present value of future contributions payable under the agreed deficit funding arrangement (see note 19).

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

#### 2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2019 Total £
<b>Income from:</b>			
Donations and legacies	-	226,898	<b>226,898</b>
Charitable activities:			
<i>Support for individuals</i>	100,335	15,500	<b>115,835</b>
<i>Community engagement</i>	85,917	67,523	<b>153,440</b>
<i>Statutory provision</i>	-	305,453	<b>305,453</b>
Other trading activities	-	34,183	<b>34,183</b>
Investments	-	727	<b>727</b>
Other trading activities	-	4,832	<b>4,832</b>
<b>Total income</b>	<b>186,252</b>	<b>655,116</b>	<b>841,368</b>
<b>Expenditure on:</b>			
Raising funds	-	44,745	<b>44,745</b>
Charitable activities:			
<i>Support for individuals</i>	103,085	135,648	<b>238,733</b>
<i>Community engagement</i>	60,407	106,786	<b>167,193</b>
<i>Statutory provision</i>	-	388,790	<b>388,790</b>
<b>Total expenditure</b>	<b>163,492</b>	<b>675,969</b>	<b>839,461</b>
<b>Net income / (expenditure) before gains</b>	<b>22,760</b>	<b>(20,853)</b>	<b>1,907</b>
Net gains on investments	-	52,292	<b>52,292</b>
<b>Net income / (expenditure)</b>	<b>22,760</b>	<b>31,439</b>	<b>54,199</b>
Transfers between funds	2,750	(2,750)	-
<b>Net movement in funds</b>	<b>25,510</b>	<b>28,689</b>	<b>54,199</b>

#### 3. Income from donations and legacies

	Restricted £	Unrestricted £	2020 Total £	2019 Total £
Donations	-	52,260	<b>52,260</b>	39,462
Donation from subsidiary undertaking	-	-	-	37,406
Grants	-	2,231	<b>2,231</b>	12,408
Legacies	-	21,370	<b>21,370</b>	137,622
<b>Total income from donations and legacies</b>	<b>-</b>	<b>75,861</b>	<b>75,861</b>	226,898

A single large legacy was received during 2019 which artificially inflates the comparison income from donations and legacies that year. All income from donations and legacies in the previous year was unrestricted.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 4. Income from charitable activities

	Restricted £	Unrestricted £	2020 Total £
<b>Support for individuals:</b>			
Aged Veterans Fund	89,353	-	<b>89,353</b>
Age UK	-	13,950	<b>13,950</b>
Better Later Lives	10,000	-	<b>10,000</b>
HelpTeam	-	2,000	<b>2,000</b>
	<u>99,353</u>	<u>15,950</u>	<u><b>115,303</b></u>
<b>Community engagement:</b>			
Life Changes	61,894	-	<b>61,894</b>
Community Activators	20,000	-	<b>20,000</b>
Springboard groups	-	15,000	<b>15,000</b>
Digital Inclusion	4,270	-	<b>4,270</b>
Choir income	-	1,475	<b>1,475</b>
Get Fit, Get Active	-	1,431	<b>1,431</b>
	<u>86,164</u>	<u>17,906</u>	<u><b>104,070</b></u>
<b>Statutory provision:</b>			
NHS Gloucestershire	-	362,515	<b>362,515</b>
Age UK - Winter Pressures	-	44,075	<b>44,075</b>
Homeshare fees	-	7,632	<b>7,632</b>
	<u>-</u>	<u>414,222</u>	<u><b>414,222</b></u>
<b>Total income from charitable activities</b>	<u><u>185,517</u></u>	<u><u>448,078</u></u>	<u><u><b>633,595</b></u></u>

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

#### 4. Income from charitable activities (continued)

##### Prior period comparative:

	Restricted £	Unrestricted £	2019 Total £
<b>Support for individuals:</b>			
Aged Veterans Fund funding	89,335	-	89,335
Age UK	-	15,500	15,500
Better Later Lives	11,000	-	11,000
	<u>100,335</u>	<u>15,500</u>	<u>115,835</u>
<b>Community engagement:</b>			
Life Changes	61,047	-	61,047
Engage	-	58,948	58,948
Community Activators	20,000	-	20,000
Digital Inclusion	4,870	-	4,870
Choir income	-	4,425	4,425
The Commissioners Fund	-	1,650	1,650
Get Fit, Get Active	-	1,500	1,500
Other grants less than £1,000	-	1,000	1,000
	<u>85,917</u>	<u>67,523</u>	<u>153,440</u>
<b>Statutory provision:</b>			
NHS Gloucestershire	-	305,453	305,453
	<u>-</u>	<u>305,453</u>	<u>305,453</u>
<b>Total income from charitable activities</b>	<u><u>186,252</u></u>	<u><u>388,476</u></u>	<u><u>574,728</u></u>

#### 5. Income from other trading activities

	Restricted £	Unrestricted £	2020 Total £	2019 Total £
Age UK partner income	-	15,000	15,000	15,000
DBS checks	-	6,371	6,371	14,861
Rental income	-	5,400	5,400	607
Consultancy	-	2,200	2,200	2,200
Sundry sales	-	1,102	1,102	1,515
<b>Total income from other trading activities</b>	<u><u>-</u></u>	<u><u>30,073</u></u>	<u><u>30,073</u></u>	<u><u>34,183</u></u>

All income from other trading activities in the previous year was unrestricted.

**Age Concern Gloucestershire**

**Notes to the financial statements**

**For the year ended 31 March 2020**

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**6. Government grants**

The charitable company receives government grants, defined as funding from the NHS to fund charitable activities. The total value of such grants in the period ending 31 March 2020 was £362,515 (2019: £305,453). There are no unfulfilled conditions or contingencies attaching to these grants in either period.

**Age Concern Gloucestershire**

**Notes to the financial statements**

**For the year ended 31 March 2020**

**7. Total expenditure**

	Raising funds £	Support for individuals £	Community engagement £	Statutory provision £	Support and governance costs £	<b>2020 Total</b> £
Staff costs (note 9)	37,056	142,513	56,469	258,253	125,958	<b>620,249</b>
Staff and volunteer expenses	328	3,215	2,280	10,861	1,224	<b>17,908</b>
Other staff costs	3,492	5,728	379	20,548	10,191	<b>40,338</b>
IT and licences	1,854	86	2,610	761	36,304	<b>41,615</b>
Telephones	36	667	809	1,226	2,816	<b>5,554</b>
Printing and stationery	580	1,345	2,758	2,439	12,925	<b>20,047</b>
Insurance	-	-	-	-	5,777	<b>5,777</b>
Rent and utilities	-	33	7,409	361	32,053	<b>39,856</b>
Activities	66	35,279	3,817	1,381	26,692	<b>67,235</b>
PR and advertising	4,803	336	280	1,059	172	<b>6,650</b>
Legal and professional	980	-	1,240	7,500	20,965	<b>30,685</b>
Bank charges	-	-	-	-	426	<b>426</b>
Depreciation	-	-	-	-	13,000	<b>13,000</b>
Bad debt	-	-	-	-	8	<b>8</b>
Sundry	-	-	-	-	148	<b>148</b>
<b>Sub-total</b>	<b>49,195</b>	<b>189,202</b>	<b>78,051</b>	<b>304,389</b>	<b>288,659</b>	<b>909,496</b>
Allocation of support and governance costs	23,665	87,674	7,881	169,439	(288,659)	-
<b>Total expenditure</b>	<b>72,860</b>	<b>276,876</b>	<b>85,932</b>	<b>473,828</b>	<b>-</b>	<b>909,496</b>

Total governance costs were £5,280 (2019: £5,160).

Age Concern Gloucestershire

Notes to the financial statements

For the year ended 31 March 2020

7. Total expenditure (continued)

Prior period comparative

	Raising funds £	Support for individuals £	Community engagement £	Statutory provision £	Support and governance costs £	2019 Total £
Staff costs (note 9)	15,367	123,676	91,109	220,013	114,608	564,773
Staff and volunteer expenses	213	4,615	2,906	8,175	1,124	17,033
Other staff costs	8,939	3,291	1,458	5,859	2,848	22,395
Vehicle costs	-	-	13,953	-	-	13,953
IT and licences	924	-	3,565	5,893	37,715	48,097
Telephones	22	456	205	996	2,904	4,583
Printing and stationery	917	1,815	851	2,153	12,568	18,304
Insurance	-	-	20	-	6,138	6,158
Rent and utilities	-	309	10,351	192	35,967	46,819
Activities	432	25,223	16,067	352	5,254	47,328
PR and advertising	60	515	864	1,136	1,959	4,534
Legal and professional	8,167	-	-	3,030	21,664	32,861
Bank charges	-	-	-	-	1,308	1,308
Depreciation	-	-	-	-	10,416	10,416
Bad debt	-	-	-	-	695	695
Sundry	-	-	-	-	204	204
<b>Sub-total</b>	<b>35,041</b>	<b>159,900</b>	<b>141,349</b>	<b>247,799</b>	<b>255,372</b>	<b>839,461</b>
Allocation of support and governance costs	9,704	78,833	25,844	140,991	(255,372)	-
<b>Total expenditure</b>	<b>44,745</b>	<b>238,733</b>	<b>167,193</b>	<b>388,790</b>	<b>-</b>	<b>839,461</b>

## Age Concern Gloucestershire

### Notes to the financial statements

#### For the year ended 31 March 2020

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#### 8. Net movement in funds

This is stated after charging:

	2020 £	2019 £
Depreciation	13,000	10,416
Profit on disposal of fixed assets	-	4,832
Operating lease payments	17,953	28,814
Trustees' remuneration	-	-
Trustees' reimbursed expenses	-	77
Auditors' remuneration:		
▪ Statutory audit (including VAT)	5,280	5,160
▪ Other services	300	300
	<u>          </u>	<u>          </u>

Trustees' reimbursed expenses in the prior year relate to travel costs for one trustee.

#### 9. Staff costs and numbers

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	543,612	499,126
Social security costs	34,086	27,447
Pension costs	36,151	26,221
Redundancy costs	6,400	11,979
	<u>          </u>	<u>          </u>
	<u>620,249</u>	<u>564,773</u>

No employee earned more than £60,000 during the year.

Redundancy payments totalling £6,400 (2019: £11,979) were recognised during the year due to the end of a project's funding in September 2019.

The key management personnel of the charitable company comprise the Trustees, Chief Executive Officer, and Managers. The total employee benefits of the key management personnel were £199,207 (2019: £163,024). The key management personnel included a new role, Head of Fundraising and Communications, in the current year. Trustees recognised the need to recruit at a suitable level of seniority to achieve the required impact on our future finances.

The Trustees ensure that all staff are remunerated in line with the comparative employment market, inflation and the financial position of the charity. Grading structures are reviewed regularly to ensure staff across the organisation receive fair remuneration for their roles.

	2020 No.	2019 No.
Average employee headcount	<u>          </u> 34	<u>          </u> 37

## Age Concern Gloucestershire

### Notes to the financial statements

#### For the year ended 31 March 2020

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#### 10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

#### 11. Tangible fixed assets

	Fixtures and fittings £	Leasehold improvements £	Equipment £	Total £
<b>Cost</b>				
At 1 April 2019	30,054	-	2,927	<b>32,981</b>
Additions in year	<u>20,556</u>	<u>14,378</u>	<u>-</u>	<u><b>34,934</b></u>
At 31 March 2020	<u>50,610</u>	<u>14,378</u>	<u>2,927</u>	<u><b>67,915</b></u>
<b>Depreciation</b>				
At 1 April 2019	10,327	-	2,565	<b>12,892</b>
Charge for the year	<u>11,358</u>	<u>1,280</u>	<u>362</u>	<u><b>13,000</b></u>
At 31 March 2020	<u>21,685</u>	<u>1,280</u>	<u>2,927</u>	<u><b>25,892</b></u>
<b>Net book value At 31 March 2020</b>	<u><b>28,925</b></u>	<u><b>13,098</b></u>	<u><b>-</b></u>	<u><b>42,023</b></u>
At 31 March 2019	<u>19,727</u>	<u>-</u>	<u>362</u>	<u>20,089</u>

#### 12. Investments

	2020 £	2019 £
Market value at 1 April	<b>942,968</b>	890,676
Disposals proceeds	<b>(215,000)</b>	-
Realised gains / (losses)	<b>8,191</b>	(1)
Unrealised gains / (losses)	<u><b>(142,054)</b></u>	<u>52,293</u>
<b>Market value at 31 March</b>	<u><b>594,105</b></u>	<u>942,968</u>
<b>Historical cost</b>	<u><b>633,269</b></u>	<u>811,173</u>

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

#### 13. Debtors

	2020 £	2019 £
Trade debtors	45,105	37,212
Prepayments	10,727	26,240
Accrued income	-	52,331
Other debtors	6,285	6,285
	<u>62,117</u>	<u>122,068</u>

#### 14. Current asset investments

	2020 £	2019 £
Unlisted investments	<u>75,182</u>	<u>74,510</u>

#### 15. Creditors: amounts due within 1 year

	2020 £	2019 £
Trade creditors	12,829	16,284
Accruals	25,817	12,575
Deferred income (see note 16)	25,589	79,162
Other creditors	63,046	59,755
	<u>127,281</u>	<u>167,776</u>

#### 16. Deferred income

	2020 £	2019 £
At 1 April 2019	79,162	81,375
Deferred during the year	25,589	79,162
Released during the year	<u>(79,162)</u>	<u>(81,375)</u>
At 31 March 2020	<u>25,589</u>	<u>79,162</u>

Deferred income relates to service provision invoiced in advance.

Age Concern Gloucestershire

Notes to the financial statements

For the year ended 31 March 2020

17. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	42,023	42,023
Investments	-	594,105	-	594,105
Current assets	44,193	98,895	155,573	298,661
Current liabilities	(2,450)	-	(124,831)	(127,281)
Non current liabilities	-	-	(26,839)	(26,839)
<b>Net assets at 31 March 2020</b>	<b>41,743</b>	<b>693,000</b>	<b>45,926</b>	<b>780,669</b>
	Restricted funds £	Designated funds £	General funds £	Total funds £
<b>Prior year comparative</b>				
Tangible fixed assets	-	-	20,089	20,089
Investments	-	942,968	-	942,968
Current assets	42,000	56,032	222,873	320,905
Current liabilities	(257)	-	(167,519)	(167,776)
Non current liabilities	-	-	(32,557)	(32,557)
<b>Net assets at 31 March 2019</b>	<b>41,743</b>	<b>999,000</b>	<b>42,886</b>	<b>1,083,629</b>

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

#### 18. Movements in funds

	At 1 April 2019 £	Income £	Expenditure £	Transfers between funds £	Gains / (losses) £	At 31 March 2020 £
<b>Restricted funds</b>						
Amenity & Winter Warmth	8,844	-	-	-	-	<b>8,844</b>
Life Changes	8,050	61,894	(61,894)	-	-	<b>8,050</b>
Joining Forces	7,184	89,353	(89,353)	-	-	<b>7,184</b>
Digital Inclusion	-	4,270	(4,270)	-	-	-
Better Later Lives	-	10,000	(30,768)	20,768	-	-
Community Activators	17,665	20,000	(20,000)	-	-	<b>17,665</b>
<b>Total restricted funds</b>	<b>41,743</b>	<b>185,517</b>	<b>(206,285)</b>	<b>20,768</b>	<b>-</b>	<b>41,743</b>
<b>Unrestricted funds</b>						
<i>Designated funds:</i>						
Investment for income generation	115,000	-	-	(57,000)	-	<b>58,000</b>
Frontline charitable activity	641,000	-	-	(157,000)	-	<b>484,000</b>
Project development	115,000	-	-	(58,000)	-	<b>57,000</b>
Lease commitments	128,000	-	-	(34,000)	-	<b>94,000</b>
<i>Total designated funds</i>	<b>999,000</b>	<b>-</b>	<b>-</b>	<b>(306,000)</b>	<b>-</b>	<b>693,000</b>
General funds	42,886	554,882	(703,211)	285,232	(133,863)	<b>45,926</b>
<b>Total unrestricted funds</b>	<b>1,041,886</b>	<b>554,882</b>	<b>(703,211)</b>	<b>(20,768)</b>	<b>(133,863)</b>	<b>738,926</b>
<b>Total funds</b>	<b>1,083,629</b>	<b>740,399</b>	<b>(909,496)</b>	<b>-</b>	<b>(133,863)</b>	<b>780,669</b>

#### Purposes of restricted funds

##### *Amenity & Winter Warmth*

An ongoing fund from annual minor winter appeals, used in small grants to individuals to contribute to fuel bills and domestic emergencies.

##### *Life Changes*

Lottery funded project (final year of 4 year project) as a delivery partner to British Red Cross. Project focussed on offering structured support to older people in Gloucestershire who are dealing with a significant life change, such as bereavement of partner, ill health and accommodation change. The charity provide emotional support, financial / benefits advice and social opportunities.

##### *Joining Forces*

Grant funding to provide a pathway of support to older people who have served in the forces. Support includes information and advice, practical support and increasing social connections.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 18. Movements in funds (continued)

##### **Purposes of restricted funds (continued)**

###### *Digital Inclusion*

Partnership project with Age UK Hereford and Worcestershire, delivering the OneDigital project to boost older people's confidence and access to ICT. Funds cover the expenses of running events and workshops, as well as management oversight.

###### *Better Later Lives*

Information and Advice casework project supporting older people, especially those experiencing loneliness, to identify personal goals and options to improve their situation. Funds cover caseworker capacity.

###### *Community Activators*

Grant funding towards a project which encourages citizens to take action in their neighbourhood to hold conversations with older people and to establish new activities. Funds contribute towards the salary of a Community Engagement Manager, support to 'activators' and independent evaluation of the project.

##### **Purposes of designated funds**

###### *Investment for income generation*

The organisation needs to improve its fundraising activity to support future activity. Funding is needed to draw in expertise and staffing to oversee fundraising activities with a view to generating project specific and unrestricted income for charitable activities.

###### *Frontline charitable activity*

Ensuring funding for our core charitable activity, to provide a HelpTeam able to respond to enquiries from the public, as well as to continue our community engagement work. The physical base that activities operate from also requires investment to make it fit for purpose moving forward. Also included are six months general running costs and commitments to covering current and future pension liabilities. Trustees also forecast further years of operating losses as the organisation's financial model is reprofiled.

###### *Project development*

Capacity to seed and/or match fund new initiatives and projects.

###### *Lease commitments*

For decoration of property as per lease agreement.

##### **Transfers between funds**

Transfer between funds for Better Later Lives represent a contribution to the project from the charity's unrestricted general reserves.

Age Concern Gloucestershire

Notes to the financial statements

For the year ended 31 March 2020

18. Movements in funds (continued)

Prior period comparative

	At 1 April 2018 £	Income £	Expenditure £	Transfers between funds £	Gains / (losses) £	At 31 March 2019 £
<b>Restricted funds</b>						
Amenity & Winter Warmth	8,844	-	-	-	-	<b>8,844</b>
Life Changes	205	61,047	(53,202)	-	-	<b>8,050</b>
Joining Forces	7,184	89,335	(89,335)	-	-	<b>7,184</b>
Digital Inclusion	-	4,870	(4,870)	-	-	-
Better Later Lives	-	11,000	(13,750)	2,750	-	-
Community Activators	-	20,000	(2,335)	-	-	<b>17,665</b>
<b>Total restricted funds</b>	<b>16,233</b>	<b>186,252</b>	<b>(163,492)</b>	<b>2,750</b>	<b>-</b>	<b>41,743</b>
<b>Unrestricted funds</b>						
<i>Designated funds:</i>						
Investment for income generation	115,000	-	(11,000)	11,000	-	<b>115,000</b>
Frontline charitable activity	210,000	-	(51,000)	482,000	-	<b>641,000</b>
Project development	115,000	-	-	-	-	<b>115,000</b>
Lease commitments	25,000	-	-	103,000	-	<b>128,000</b>
<i>Total designated funds</i>	<b>465,000</b>	<b>-</b>	<b>(62,000)</b>	<b>596,000</b>	<b>-</b>	<b>999,000</b>
General funds	548,197	655,116	(613,969)	(598,750)	52,292	<b>42,886</b>
<b>Total unrestricted funds</b>	<b>1,013,197</b>	<b>655,116</b>	<b>(675,969)</b>	<b>(2,750)</b>	<b>52,292</b>	<b>1,041,886</b>
<b>Total funds</b>	<b>1,029,430</b>	<b>841,368</b>	<b>(839,461)</b>	<b>-</b>	<b>52,292</b>	<b>1,083,629</b>

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 19. Pension commitments

The charity participates in a scheme operated by The Pensions Trust and known as 'TPT Retirement Solutions - The Growth Plan'. It is a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. However it is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, sets out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. The valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee of the scheme has instructed the participating employers to pay additional deficit contributions to the scheme at a rate of £11,243,000 per annum for the period from 1 April 2019 to 31 January 2025, payable monthly and increasing by 3% each on 1 April. Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows: £12,945,440 per annum for the period from 1 April 2016 to 30 September 2025, and a rate of £54,560 per annum for the period from 1 April 2016 to 30 September 2028, both increasing annually on 1 April by 3%. The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the charity has agreed to a deficit funding arrangement the charity recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

#### Present value of provision

	2020	2019
	£	£
Present value of provision	<u>26,839</u>	<u>32,557</u>

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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#### 19. Pension commitments (continued)

##### Reconciliation of opening and closing provisions

	2020	2019
	£	£
Provision at the start of the year	32,557	42,780
Unwinding of the discount factor (interest expense)	413	685
Deficit contributions paid	(5,403)	(5,513)
Remeasurements - impact of any change in assumptions	(728)	298
Remeasurements - amendments to the contribution schedule	-	(5,693)
	<u>26,839</u>	<u>32,557</u>

##### Income and expenditure impact

	2020	2019
	£	£
Interest expense	413	685
Remeasurements - impact of any change in assumptions	(728)	298
Remeasurements - amendments to the contribution schedule	-	(5,693)
	<u>(315)</u>	<u>(4,710)</u>

##### Assumptions

	2020	2019
	%	%
Rate of discount	<u>2.53</u>	<u>1.39</u>

The discount rates shown above are the equivalent single discount rates which, when used to discount future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

## Age Concern Gloucestershire

### Notes to the financial statements

For the year ended 31 March 2020

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

	2020	2019
	£	£
<b>Net movement in funds</b>	<b>(302,960)</b>	54,199
Adjustments for:		
Depreciation charges	<b>13,000</b>	10,416
Loss / (gains) on investments	<b>133,863</b>	(52,292)
Dividends, interest and rents from investments	<b>(870)</b>	(727)
Profit on the disposal of fixed assets	-	(4,832)
Decrease / (increase) in debtors	<b>59,951</b>	87,375
Increase / (decrease) in creditors	<b>(40,495)</b>	(60,108)
Reduction in pension liability	<b>(5,718)</b>	(10,223)
	<u><b>(143,229)</b></u>	<u>23,808</u>

#### 21. Financial instruments at fair value

	2020	2019
	£	£
Financial assets measured at fair value	<u><b>594,105</b></u>	<u>942,968</u>

Financial assets measured at fair value comprise listed investments.

#### 22. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2020	2019
	£	£
Amount falling due:		
Within 1 year	<b>18,035</b>	17,953
Within 1 - 5 years	<b>45,558</b>	-
	<u><b>63,593</b></u>	<u>17,953</u>

#### 23. Related party transactions

There are no related party transactions in the current year.

ACG (UK) Services Limited was a trading subsidiary of the charity and was wound up as of 31 March 2019. During the prior year, the remaining profits of ACG (UK) Services Limited were gifted to the charity, which amounted to £37,406.