

The Trading name for Age Concern Herefordshire & Worcestershire

Annual Report & Financial Statements 2019 – 2020

Age Concern Herefordshire & Worcestershire

Charity Number: 1080545

Company Number: 3942023

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

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

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2020**

Trustees Patricia Haines (resigned 20 June 2020)
Eric Brooker (resigned 30 September 2019)
Mark Richardson
Caroline Smith (appointed 25 August 2019)
Matthew Burke (resigned 28 September 2020)
Caroline Harris (resigned 27 February 2020)
Charlotte Wood
Peter Evans
Michael Newitt
Hannah Solway (resigned 23 April 2020)
Keith Trafford
Robert Rankin
Margaret Wheatley

Company registered number 3942023

Charity registered number 1080545

Registered office Malvern Gate
Bromwich Road
Worcester
WR2 4BN

Offices Ross Office
27 Palma Court
Brookend Street
Ross-on-Wye HR9 7EE

Hereford Office and Activity Centre
Drybridge House
40 St Martins Street
Hereford
HR2 7SG

Company secretary Magdalen Prail

Independent auditors Bishop Fleming LLP
Chartered Accountants
Statutory Auditors
1-3 College Yard
Worcester
WR1 2LB

Bankers CAF Bank
West Malling
ME19 4JQ

HSBC
6 Broad Street
Worcester
WR1 3LH

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
(CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

Solicitors

Harrison Clark Rickerbys
5 Deansway
Worcester
WR1 2JG

**AGE CONCERN HEREFORDSHIRE & WORCESTERSHIRE
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**TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2020**

The trustees, who are also the directors under company law, present their report and financial statements of Age Concern Herefordshire & Worcestershire (the charity) for the year ending 31st March 2020.

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

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

REVIEW OF ACTIVITIES

INTRODUCTION FROM THE CHAIR

2019-20 brought us forty-nine normal weeks and three COVID-19 weeks. We had planned for, and indeed it was, a year of transition in which we successfully extended most of our services, handed on two contracts which we had incubated and developed into impactful support services, all the while continuing to improve existing care for the elderly in Herefordshire and Worcestershire: all with a view to the future.

We worked hard to expand our work with Veterans and those with dementia. We continued to offer a wider range of training packages for other care providers. We responded to the increasing requirement of our clients for more training in computing and information technology and even established a much-appreciated dog walking group. We were very successful in raising our profile via social media.

We were pleased to secure the new Independence at Home contract building on our success with the previous Home from Hospital contract.

Then suddenly everything changed. But of course, it did not, in that our aim and role was still to ensure that our clients and other vulnerable older people received support, but in circumstances in which older people were finding themselves shocked and suddenly lonely.

The team responded magnificently. Many took on new roles. Wellbeing calls took over from face-to-face contact. The phone lines to our Information and Advice team became red hot and all handled from home. New volunteers were recruited and trained.

On top of all of this we were asked to work closely with the NHS and Worcestershire County Council to further develop our Home from Hospital Service to directly support the NHS in order to release beds as quickly as possible, but as safely as possible. We rose within a few days to the challenge.

Many individuals, different trusts and funding agencies have made available a surprisingly high level of funds in order to support voluntary and charitable organisation throughout this unprecedented emergency, and my thanks go to those who have supported Age UK Herefordshire & Worcestershire in particular.

On behalf of the Board of Trustees, my thanks go to all our staff and volunteers for the teamwork, diligence, and compassion they have demonstrated in the past year and which I know will stand us in good stead when facing the challenges of the year ahead.

OBJECTIVES

Overall Aim of the Charity

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

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

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

Age UK Herefordshire & Worcestershire interprets this as follows:

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

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

Specific Aims, Objectives and Outcomes

Aim and Objective 1

Aim: Promoting positive attitudes to ageing

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

Objectives

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

Outcome

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

Achievements and Performance

Our Impact Measurement Programme, funded by Social Finance, was completed at the end of March 2020. It has been extremely successful in highlighting the importance of how our work can impact on the lives of our clients, has developed an informed and combined approach that is valued at all levels across the Organisation, and is seen as a real benefit for us as we move forward.

The development of a focused marketing approach has continued to increase our presence online, through both our regularly updated website, and social media outlets including Facebook and Twitter.

Our exposure continues to grow:



**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

Aim and Objective 2

Aim: Provision of direct support/services

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

Objectives

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

Outcome

Older people are able to live independently at home.

Achievements and Performance

Our provision of support services **includes 15 groups of services supporting older people** across Herefordshire and Worcestershire.

The Information and Advice service was contacted by 6,028 clients during the year covering a range of issues including benefits. Applications for benefits realised nearly one million pounds in benefits received by clients. We successfully completed and exceeded targets for the EON Benefits Check Programme.

The Dementia Wellbeing Service provided support to 998 clients and their families and took on 1,058 new referrals during the year. The support given includes 9,830 contacts with clients throughout the year.

The Reconnections programme which was launched in 2015, funded by Social Finance through a Social Investment model, came to an end in March 2020. This service was aimed at those where isolation and loneliness was resulting in an adverse impact on their mental health and wellbeing. Tight measurement on effectiveness to gauge the level of improvement individuals perceived following inclusion in the programme was a key target, and although no longer delivering support from April 2020 onwards, we received further funding in the current year to complete the 18 month follow up of those who were within our programme at March 2020, in order to maintain on-going evaluation of the programme in the longer term. A similar service was tendered for by Worcestershire County Council, based on the experience of the programme. We were not successful with our bid, but the newly launched service offered by Onside is now supporting a wider age range of people from 18+, with the current Covid emergency being a major issue for so many.

Over 1,000 people were supported through the **Home from Hospital service** on return from hospital during the year, a reduction on the previous year, but with less than 7% returning to hospital within a 90-day period. The follow-on commissioned service from November 2019 was **Independence at Home**, which included, in addition, short-term support to help prevent admission to hospital or delay the reliance on community services. Once again, we received funding from Age UK to run a short-term **Enhanced Winter Pressures service**, where we helped an additional 125 people for up to three months, to reduce demand on NHS hospital bed services.

Our **Help at Home service** has grown significantly in the past year, delivering 18,443 hours of support to 422 clients using the service.

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

The **Veterans Wellcheck service** dealt with 263 new referrals during the year and undertook 2,931 supporting interventions. In addition, we successfully supported a veteran to receive his 1939 to 1945 Star, France and Germany Star, Defence Medal and War Medal, as well as his long-awaited Legion d'Honneur in the Summer. We also held a pre-Christmas tea dance for veterans and their families from all three-armed services.

The **Droitwich Spa Meeting Centre** deals with supporting people and their families who have dementia. There were 2,055 attendances, including 29 new referrals, during the year. In our **Herefordshire, Drybridge House Centre**, which supports a range of older people with varying needs, attendance totalled 1,628 over 146 sessions during the year.

One of our contracted services was the **Independent Living Service** which successfully completed 5,330 jobs for 2,325 clients, including those referred for Dementia Dwelling Grant assessments. In addition, the **Handyperson Service** undertook 235 jobs for private clients.

Footcare and Podiatry delivered a range of treatments and foot health advice to 1,588 clients through the volunteer-run footcare clinics, Podiatry home visits and GP-based Podiatry clinics.

Social Prescribing: 1,392 clients accessed the service which catered for those over 18 years. The main areas for referral into the service were loneliness, debt and housing related issues.

Wellbeing activities included Befriending, Computer Café session, Tai Chi classes, the Walking Group, the Allotment in Pershore and the Scrabble Group in Droitwich. There were 632 attendances at our Computer Cafés in Worcester and Malvern, whilst our One Digital programme recruited over 40 digital champions. Although this particular project ended in March 2020, we intend to continue our support to engage even more older people with the increasing opportunities within our digital world. Overall, we reached in excess of 1,700 people.

From the **Ross centre** there were 25 Computer Café sessions, 29 Footcare clinics whilst approximately 400 people were supported through Care Calls and Befriending visits during the year.

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

We also want to take this opportunity to **thank our various teams for volunteers**, who have given so much of their time to supporting the various areas of work we undertake, from providing long term support to clients of the Reconnections Programme, shorter term support to Independence at Home clients to help them settle in once at home, through to Footcare sessions, leading wellbeing groups and acting as receptionists for the Malvern Gate offices. Without them the support we provided would not have been possible.

Aim and Objective 3

Aim: Raising Standards

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

Objectives

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

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

Outcome

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

Achievements and Performance

To help ensure older people receive high standards of support and care in the services they receive in their daily lives from a range of organisations, we trained 2,808 people in those organisations in a range of skills. We undertook 352 courses, many of which were accredited by the Open College Network. This has shown over a 10% increase on last year.

In addition to our external work, we also set standards internally for our staff, volunteers and trustees to achieve, and we have a comprehensive suite of courses to ensure the quality of our own services are maintained at the highest level.

We continue to attain four relevant standards:



We are also a supporter of the Armed Forces Covenant:



Safeguarding: Organisations like ours have a duty of care to highlight potential safeguarding issues which they come across in communities we serve (Alerts). We continued to make these referrals during the year.

FUNDRAISING

During 2019-20 we created a new post with responsibility for community fundraising, awareness raising of the services we deliver and the coordination of applications for small grants to support our services. We successfully applied for a National Lottery Awards for All grant for £6,779 to deliver LGBT+ training and support to care homes in 2020-21, and we delivered talks to voluntary groups and organisations on developing relationships, receiving gifts in kind and creating volunteering opportunities. Through networking with local businesses, we received a donation of £500 and were chosen as Charity of the Year by two companies. Our new resources enabled us to increase the number of supermarket collections; raising over £500.

The contribution to the charity from trading totalled £9,002. Grants and donations, including legacies, raised £63,010.

VOLUNTEERS

Volunteers are a critical part of our organisation. **They provide support to our services** supporting older people as well as a number of 'back office' functions which indirectly support our services. Their contribution **meets a number of our charitable aims and specific objectives** including helping older people to feel valued in their communities.

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

In March this year, we appointed our **Volunteer Co-ordinator** who now recruits volunteers for all our services, takes up references, carries out DBS checks, and then introduces them to the service they are interested in supporting. This development builds on the successful process trialled within the Reconnections Service. **Our volunteers are a key element in our support to older people across the two counties, and without their energy, time and commitment, we would find it much harder to support as many people as we do.**

FUTURE PLANS

As with many of our services, once Covid-19 hit us from 23 March this year, we immediately lost a considerable amount of our income from fee paying services. Immediate action was to ensure all staff who could, would continue to work from home, with computers and phones provided, whilst Microsoft Teams was fully implemented ensuring ease of communication and joint discussion face to face on line could be continued. A Zoom licence was acquired to ensure wider 'meetings' could be organised for internal meetings of the Finance Committee and the Board, as well as meetings with external organisations and colleagues. This also provided the vehicle for the continued delivery of our training courses.

A Covid-specific Risk Log and Resilience Plan were developed to map our way through this unprecedented period, the length of which was, and continues to be, difficult to define. The wellbeing and health of our staff and volunteers were supported via on line resources, including access to our Health Scheme counselling service.

Our financial position going forward was extremely difficult to predict. The Treasurer produced an Action Plan for us to check current and potential future issues, overheads were assessed to look at potential savings, whilst public sector funders confirmed continuation of their funding streams in order to maintain our stability. During the first lockdown all face-to-face activity with clients had to be put on hold, with twenty two staff in total being furloughed, and a further six members of staff working on reduced hours. Staff kept in close contact with clients across all our services with regular well-being calls, which have helped to reduce some of the loneliness and isolation felt by so many throughout this difficult period.

Covid-specific funding was successfully applied for in order to maintain our ability to respond to an increase in calls to the Information and Advice service, recruitment of volunteers and development of new support services such as the Companion Line, which addressed the increasing mental strain on those isolated and restricted due to the pandemic. The Help at Home service offered shopping and prescription runs, and in some cases continued to support our more vulnerable clients with basic cleaning, cooking and laundry in order to keep them safe.

The experience we have gained through working restrictions have shown the benefits of working from home, as well as the challenges. Office working has many benefits, but also some drawbacks. It has become clear therefore that a balance of office base and home working, whilst challenging to manage well, will offer many advantages for both staff and the organisation in the future. It addresses work/life balance, space utilisation and costs, whilst at the same time offers improved time management and a reduction in the environmental impact and cost of our heavy reliance of cars.

It was recognised that the loss of two large contracts at the end of March 2020 would have a significant impact on the budget for 2020-21. At the same time two new appointments were made to the management team. Given the situation regarding service delivery and the on-going financial challenges, it was agreed that a reorganisation was required to improve efficiency, responsiveness and capability. The plans for this were interrupted by the lockdown at the end of March however, once initial actions were taken to keep the staff and organisation safe during April, the planning for restructuring the organisation continued.

The risk log for 2020-21 has the additional challenge to cover our journey out of the Covid-19 pandemic. Since the beginning of the first lockdown, we produced and have followed a recovery plan which is proving to be fairly accurate with its predicted events and timescales. This has enabled us to be one step ahead in our planning processes as we work our way back to the expected re-establishment of 'business as usual'.

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

We are seeing a rapid expansion of technology with so much of our working and home life now dependent upon it. The danger is that many of the older generation may well be left behind, both because of the additional costs it incurs as well as the challenges, availability and willingness to learn how to make best use of it. We will be exploring ways of addressing this in 2020-21.

The Board proposes to update its **Strategic Plan for 2020-23**. This will need to reflect the unanticipated changes that Covid-19 has made, and will continue to make, to how and what we deliver to support older people in future years.

The challenges to maintain and grow the resources of the charity within an ever changing environment will continue into 2020-21.

FINANCIAL REVIEW

The Statement of Financial Activities (SOFA) illustrates that reserves stand at £455,541, of which £53,339 is restricted funds and £402,202 is unrestricted funds.

£262,055 of the unrestricted funds is in Designated Funds and £140,147 is in the General Fund. The Designated Funds comprise £260,000 in the Safety Net and £2,055 in the Allotment Fund.

GOING CONCERN

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

CONTRACTS, GRANTS AND DONATIONS RECEIVED DURING 2019-20

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

Age UK	Worcestershire CCGs
Worcestershire County Council	Worcester City GP Locality
Fortis	Upton and Pershore GP Practices
Social Finance	Droitwich Spa Meeting Centre
University of Worcester	Age Concern Regional Support Services (West Midlands)

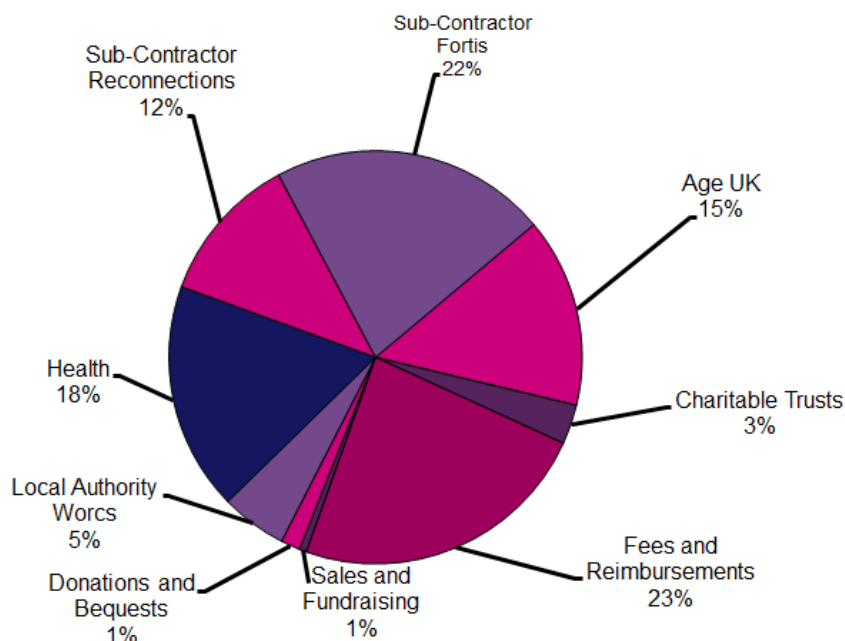
In addition to the above we received several legacies and donations in memory.

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

**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

SOURCE OF FUNDS

The SOFA shows the total incoming resources for 2019-20 as £2,186,437 compared with £2,232,213 for the previous year. The trend away from the reliance on funding from the statutory sector has been maintained; the increase in Health Funding being the result of increased funding for the Dementia Wellbeing Service, which replaced the Dementia Advice Service contract in April 2019. Income from donations has decreased compared with last year as the sum from legacies, which varies from year to year was less in 2019-20.



This chart illustrates the sources of funds. It shows that 5% (2019: 5%) of funding comes from Local Authorities and 18% (2019: 13%) from Health; a total of 23% (2019: 18%) from the Health and Social Care sector. Subcontractor funding accounts for 34% (2019: 34%), funding from Age UK, and Charitable Trusts accounts for 18% (2019: 17%), fees and reimbursements account for 23% (2019: 19%) and donations and fundraising income account for the remaining 2% (2019: 12%).

DEFICIT

£6,757 was transferred from unrestricted funds to cover a deficit in restricted funds, the only significant sum involved was £6,615 for Reconnections.

RESERVES POLICY

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

The trustees set a target of £200,000 to £250,000 for reserves in order to maintain a healthy cash flow, as well as cover possible redundancy payments and other financial commitments in the event of a significant reduction in funding in the future. During 2019-20 increases in lease commitments resulted in the sum required to cover the cost of winding down by the end of the financial year to increase to £260,000. The Finance Committee have recommended that £260,000 be transferred to the Safety Net for 2019-20 and the sum required to be reviewed annually.

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**TRUSTEES REPORT (CONTINUED)
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STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

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

MEMBERS

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

RECRUITMENT AND APPOINTMENT OF DIRECTORS

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

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

TRUSTEE INDUCTION AND TRAINING

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

RISK MANAGEMENT

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

ORGANISATIONAL STRUCTURE AND DECISION MAKING

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

Between April 2019 and March 2020, the Board of Directors has met six times with an average of ten members in attendance.

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

Sub Committees and working groups that met during the year:

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

Leadership Team

Chief Executive	Philip Talbot	
Chief Operating Officer	Magda Praill	from 04.12.19
Head of Charitable Services	Gill Hyatt	until 31.03.20
Head of Charitable Services	Jan Dugdale	from 20.01.20
Head of Finance and ICT	Davina Burdon	
Head of Marketing and Business Development	Jane Longmore	until 21.07.19
Office Manager and PA to the Chief Executive	Helen Kelly	
Human Resources Manager	Debbie Sharman	until 31.05.19
Human Resources Manager	Alison Weaver	from 08.07.19

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

KEY EXTERNAL RELATIONSHIPS

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

FUNDRAISING PRACTICES

The charity has a fundraising strategy and implementation plan. The charity is registered with The Fundraising Regulator and follows the Code of Practice, which sets out the responsibilities that apply to charitable institutions and third-party fundraisers in the UK.

RESPONSIBILITIES OF THE TRUSTEES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

DISCLOSURE OF INFORMATION TO AUDITORS

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

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

AUDITORS

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

This report was approved by the Trustees on 8th March 2021 and signed on their behalf by:



**Robert Rankin
Chair of Trustees**

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

OPINION

We have audited the financial statements of Age Concern Herefordshire & Worcestershire (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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 charitable company'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 Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

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

OTHER INFORMATION

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

USE OF OUR REPORT

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Wood FCCA
Bishop Fleming LLP
Statutory Auditors
1-3 College Yard
Worcester
WR1 2LB

Date: 16th March 2021

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

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

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2020**

	Note	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
INCOME FROM:					
Donations and legacies:	3				
Grants		-	30,000	30,000	15,560
Bequests		-	25,918	25,918	231,004
Donations		-	7,092	7,092	64,740
Charitable activities	4	944,395	1,151,436	2,095,831	1,859,646
Trading activities	5	-	9,001	9,001	12,510
Investments	6	-	655	655	472
Other income	7	2,608	15,332	17,940	48,281
TOTAL INCOME		947,003	1,239,434	2,186,437	2,232,213
EXPENDITURE ON:					
Raising funds		-	10,364	10,364	901
Charitable activities	8	954,771	1,252,934	2,207,705	1,974,261
Other expenditure		-	45,370	45,370	9,489
TOTAL EXPENDITURE		954,771	1,308,668	2,263,439	1,984,651
NET EXPENDITURE		(7,768)	(69,234)	(77,002)	247,562
Transfers between funds	17	2,683	(2,683)	-	-
NET MOVEMENT IN FUNDS		(5,085)	(71,917)	(77,002)	247,562
RECONCILIATION OF FUNDS:					
Total funds brought forward		58,424	474,119	532,543	284,981
Net movement in funds		(5,085)	(71,917)	(77,002)	247,562
TOTAL FUNDS CARRIED FORWARD		53,339	402,202	455,541	532,543

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 20 to 34 form part of these financial statements.

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

**BALANCE SHEET
AS AT 31 MARCH 2020**

	Note	2020 £	2019 £
FIXED ASSETS			
Tangible assets	12	23,335	22,422
Investments	13	1	1
		<u>23,336</u>	<u>22,423</u>
CURRENT ASSETS			
Debtors	14	183,835	253,737
Cash at bank and in hand		329,625	372,200
		<u>513,460</u>	<u>625,937</u>
Creditors: amounts falling due within one year	15	(81,255)	(115,817)
		<u>432,205</u>	510,120
NET CURRENT ASSETS		<u>432,205</u>	510,120
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>455,541</u>	<u>532,543</u>
NET ASSETS EXCLUDING PENSION ASSET		<u>455,541</u>	<u>532,543</u>
TOTAL NET ASSETS		<u><u>455,541</u></u>	<u><u>532,543</u></u>
CHARITY FUNDS			
Restricted funds	17	53,339	58,424
Unrestricted funds	17	402,202	474,119
TOTAL FUNDS		<u><u>455,541</u></u>	<u><u>532,543</u></u>

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006. The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006. However, an audit is required in accordance with section 144 of the Charities Act 2011. The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

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



Robert Rankin
Chair of Trustees
Date: 8th March 2021

The notes on pages 20 to 34 form part of these financial statements.

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

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020**

	2020	2019
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net cash used in operating activities	(31,585)	250,236
	<hr/>	<hr/>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible fixed assets	(10,990)	(15,627)
	<hr/>	<hr/>
NET CASH USED IN INVESTING ACTIVITIES	(10,990)	(15,627)
	<hr/>	<hr/>
CASH FLOWS FROM FINANCING ACTIVITIES		
	<hr/>	<hr/>
NET CASH PROVIDED BY FINANCING ACTIVITIES	-	-
	<hr/>	<hr/>
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR	(42,575)	234,609
Cash and cash equivalents at the beginning of the year	372,200	137,591
	<hr/>	<hr/>
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	329,625	372,200
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 20 to 34 form part of these financial statements

1. ACCOUNTING POLICIES

1.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 COMPANY STATUS

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

1.3 FUND ACCOUNTING

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

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

1.4 GOING CONCERN

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1. ACCOUNTING POLICIES (continued)

1.5 INCOME

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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.

1.6 EXPENDITURE

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

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes from grants, donations and legacies, and through fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.7 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 institution with whom the funds are deposited.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1. ACCOUNTING POLICIES (continued)

1.8 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets costing £500 or more are capitalised.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

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

1.9 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 the 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 presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

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

1.10 DEBTORS

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

1.11 CASH AT BANK AND IN HAND

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

1.12 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

1.13 FINANCIAL INSTRUMENTS

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1. ACCOUNTING POLICIES (continued)

1.14 PENSIONS

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

1.15 CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT

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

Critical accounting estimates and assumptions:

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

2. GENERAL INFORMATION

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

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

3. INCOME FROM DONATIONS AND LEGACIES

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Donations	-	7,092	7,092	15,560
Bequests	-	25,918	25,918	231,004
Grants	-	30,000	30,000	64,740
TOTAL 2020	-	63,010	63,010	311,304
Total 2019	50,275	261,029	311,304	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

4. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Funding to deliver services	932,065	647,225	1,579,290	1,452,731
Fees	12,330	504,065	516,395	406,242
Commissions	-	146	146	673
TOTAL 2020	<u>944,395</u>	<u>1,151,436</u>	<u>2,095,831</u>	<u>1,859,646</u>
Total 2019	<u>1,480,429</u>	<u>379,217</u>	<u>1,859,646</u>	

5. INCOME FROM TRADING ACTIVITIES

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Sales	6,617	6,617	9,685
Reimbursements	2,384	2,384	2,825
TOTAL 2020	<u>9,001</u>	<u>9,001</u>	<u>12,510</u>
Total 2019	<u>12,510</u>	<u>12,510</u>	

6. INVESTMENT INCOME

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Bank interest	655	655	472
Total 2019	<u>472</u>	<u>472</u>	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

7. OTHER INCOMING RESOURCES

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Transfer in of cash balances from Age Concern Ross-on-Wye & District	2,608	-	2,608	-
Transfer in of cash balances from Age UK Droitwich Spa & District	-	-	-	32,949
Age UK payment in relation to closure of trading subsidiary	-	15,332	15,332	15,332
TOTAL 2020	2,608	15,332	17,940	48,281
Total 2019	-	48,281	48,281	

8. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Staff costs	378,071	837,779	1,215,850	1,042,384
Activity costs	340,286	229,605	569,891	532,762
Support costs	237,214	184,750	421,964	399,115
TOTAL 2020	955,571	1,252,134	2,207,705	1,974,261
Total 2019	1,519,550	454,711	1,974,261	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

9. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £	Total funds 2019 £
Staff costs	1,215,850	-	1,215,850	1,042,384
Activity costs	569,891	-	569,891	532,762
Support costs	-	421,964	421,964	399,115
TOTAL 2020	<u>1,785,741</u>	<u>421,964</u>	<u>2,207,705</u>	<u>1,974,261</u>
Total 2019	<u>1,575,146</u>	<u>399,115</u>	<u>1,974,261</u>	

Analysis of support costs

	Total funds 2020 £
Staff costs	248,750
Pension costs	11,883
Office costs	45,805
Premises costs	76,846
Audit costs	8,951
Equipment costs	20,288
Depreciation	9,441
TOTAL 2020	<u>421,964</u>

During the year to 31 March 2020 the charity incurred Governance costs included within the table above totalling £45,028 (2019: £44,194). These comprised staff costs £31,458 (2019: £28,322), office costs/expenses £4,570 (2019: £6,257) and audit costs £9,000 (2019: £9,615).

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

10. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	1,380,220	1,182,668
Social security costs	71,013	61,316
Contribution to defined contribution pension schemes	58,781	50,020
	<u>1,510,014</u>	<u>1,294,004</u>

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

	2020	2019
	No.	No.
	<u>148</u>	<u>117</u>

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

There were 23 full time posts (2019: 19). 82 casual workers were employed by the charity (2019: 76).

During the year there were four redundancy payments totalling £5,179 (2019: three redundancy payments totalling £12,776).

There were no ex gratia payments during the year (2019: £Nil).

The key management personnel of the charity comprise the trustees and the leadership team. The members of the Leadership Team are the Chief Executive, The Chief Operating Officer, Head of Finance, Head of Services (two employees during the year), HR Manager (two employees during the year), Business Development Manager and the Office Manager. The total employee benefits paid to the key management personnel of the charity, excluding trustees, was £223,855 (2019: £211,676). Trustees' expenses are detailed in note 11.

11. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2019: £Nil).

During the year ended 31 March 2020, expenses totalling £57.10 were reimbursed or paid directly to 1 trustee (2019: £Nil).

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

12. TANGIBLE FIXED ASSETS

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
COST OR VALUATION				
At 1 April 2019	21,320	28,827	74,732	124,879
Additions	1,000	-	9,990	10,990
At 31 March 2020	<u>22,320</u>	<u>28,827</u>	<u>84,722</u>	<u>135,869</u>
DEPRECIATION				
At 1 April 2019	16,684	28,827	56,946	102,457
Charge for the year	2,518	-	7,559	10,077
At 31 March 2020	<u>19,202</u>	<u>28,827</u>	<u>64,505</u>	<u>112,534</u>
NET BOOK VALUE				
At 31 March 2020	<u>3,118</u>	<u>-</u>	<u>20,217</u>	<u>23,335</u>
At 31 March 2019	<u>4,636</u>	<u>-</u>	<u>17,786</u>	<u>22,422</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

13. FIXED ASSET INVESTMENTS

	Investments in subsidiary companies £
COST OR VALUATION	
At 1 April 2019	1
AT 31 MARCH 2020	<u>1</u>
	<u><u>1</u></u>

PRINCIPAL SUBSIDIARIES

The following was a subsidiary undertaking of the charity:

Name	Holding
AC H & W Trading Limited	100%

The financial results of the subsidiary for the year were:

Name	Aggregate of share capital and reserves £
AC H & W Trading Limited	1

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

14. DEBTORS

	2020 £	2019 £
DUE WITHIN ONE YEAR		
Trade debtors	51,637	53,561
Other debtors	-	4,153
Prepayments and accrued income	132,198	196,023
	<u>183,835</u>	<u>253,737</u>
	<u><u>183,835</u></u>	<u><u>253,737</u></u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade creditors	31,459	60,499
Other taxation and social security	19,520	13,292
Other creditors	521	2,550
Accruals and deferred income	29,755	39,476
	<u>81,255</u>	<u>115,817</u>

16. FINANCIAL INSTRUMENTS

	2020	2019
	£	£
FINANCIAL ASSETS		
Financial assets measured at fair value through income and expenditure	329,625	372,200
	<u>329,625</u>	<u>372,200</u>

Financial assets measured at fair value through income and expenditure comprise cash at bank and in hand.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

17. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
UNRESTRICTED FUNDS					
General funds	300,889	83,563	(42,287)	(202,018)	140,147
Designated funds	173,230	1,155,871	(1,266,381)	199,335	262,055
	<u>474,119</u>	<u>1,239,434</u>	<u>(1,308,668)</u>	<u>(2,683)</u>	<u>402,202</u>
RESTRICTED FUNDS					
Social prescribing	-	38,642	(38,390)	(252)	-
Veterans' Wellcheck	17,575	101,701	(103,169)	(525)	15,582
Handyperson	-	404,751	(403,513)	(1,238)	-
Reconnections	-	255,099	(260,067)	4,968	-
Media	399	-	-	-	399
Bromsgrove project	23,470	-	-	-	23,470
Dementia dwelling grant	-	79,440	(79,346)	(94)	-
One digital	279	51,037	(41,994)	(180)	9,142
Impact programme	16,701	-	(16,660)	(41)	-
Ross loneliness	-	2,608	-	138	2,746
HVMC	-	13,725	(11,632)	(93)	2,000
	<u>58,424</u>	<u>947,003</u>	<u>(954,771)</u>	<u>2,683</u>	<u>53,339</u>
TOTAL OF FUNDS	<u><u>532,543</u></u>	<u><u>2,186,437</u></u>	<u><u>(2,263,439)</u></u>	<u><u>-</u></u>	<u><u>455,541</u></u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

17. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

18. SUMMARY OF FUNDS

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Unrestricted funds	474,119	1,239,434	(1,308,668)	(2,683)	402,202
Restricted funds	58,424	947,003	(954,771)	2,683	53,339
	<u>532,543</u>	<u>2,186,437</u>	<u>(2,263,439)</u>	<u>-</u>	<u>455,541</u>

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2019 £
Unrestricted funds	239,414	701,509	(455,721)	(11,083)	474,119
Restricted funds	45,567	1,530,704	(1,528,930)	11,083	58,424
	<u>284,981</u>	<u>2,232,213</u>	<u>(1,984,651)</u>	<u>-</u>	<u>532,543</u>

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT PERIOD

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	-	23,335	23,335
Fixed asset investments	-	1	1
Current assets	72,357	441,103	513,460
Creditors due within one year	(19,018)	(62,237)	(81,255)
TOTAL	<u>53,339</u>	<u>402,202</u>	<u>455,541</u>

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR PERIOD

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

20. PENSION COMMITMENTS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £58,781 (2019: £50,020). As at the year end £7,058 (2019: £4,258) was outstanding and is included within creditors.

21. OPERATING LEASE COMMITMENTS

At 31 March 2020 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2020 £	2019 £
Not later than 1 year	64,987	59,649
Later than 1 year and not later than 5 years	108,978	34,973
	<u>173,965</u>	<u>94,622</u>

22. RELATED PARTY TRANSACTIONS

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2020.

23. CONTROLLING PARTY

The charity is under the control of the trustees.