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# **ANNUAL REPORT & ACCOUNTS 2021-22**

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# AGE UK LANCASHIRE

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## Chair of Board

2021/22 has been another superb year for us all here for us at Age UK Lancashire. Much of our energy has been focused on the delivery of our strategic ambitions in a year of continuing covid pressures.

Our teams have shown resilience, agility and creativity to drive budget delivery and a full-year positive contribution while continuing to play a vital role in our communities across the county.

Every committee and board meeting highlights case studies from the older people we support, and our internal Facebook workplace offers more than a glimpse of the work our colleagues are providing in services that make a real impact on the health and wellbeing of our Lancashire citizens.

One such example of feedback from a customer being supported by our Hospital After Service team cleaning his home, arranging for food to be delivered each day and emotional support was;

**'Thank you, Princess, it is lovely to know that someone cares and is here for me when I feel lonely. Everything you have done is gratefully received'**

I am so proud that our vision and values defined and collectively agreed as an organisation back in 2020 have not been collecting dust on a shelf. We have absolutely been able to exemplify these in our work and place them at the centre of our new 3-year strategy.

On behalf of the board, I wish to thank all our staff for continuing to take significant steps to extend our customer access and ensuring AUKL's future is sustainable as we move forward into 2023.



Victoria Buyer

Chair of Trustees

## Chief Executive

I'm proud and delighted to report that this has been another productive & positive year at Age UK Lancashire. We were able to balance moving forward with our planned activities whilst responding to the ongoing challenges of the COVID-19 pandemic.

I want to thank everyone who helped and supported us in our work during the past year and you'll see them mentioned in the full report. If you are one of these people, and/or if you are interested in supporting our work – Thank You. Without this support, we couldn't do the important work that we do and it's no over-exaggeration to say that older people have never needed us and our work more.

Our Trustees have approved our new strategy, which outlines our vision and plans for the next 3 years. This is the second 3-year strategy that I have developed whilst at Age UK Lancashire and it builds on our excellent performance in delivering the 2019 – 2022 one. This is a 3-year strategy that will be delivered via annual plans, allowing for both strategic & responsive ways of working to achieve our aims in a changing environment. The 2022-2025 strategy will ensure that we continue to deliver for our customers and stakeholders in the coming years.

We have continued to prioritise the wellbeing of our colleagues and carried out several "check-in" surveys to ensure that we were doing enough to maintain their wellbeing in challenging times and have been inspired by the resilience of our skilled and committed workforce. Our detailed Annual Colleague Survey evidenced a 97% colleague engagement score across 4 measures (proud to work here, enjoy my job, intend to be working here in a years' time & recommend AUKL as an employer).

We have made good progress with our digital plans during the year by introducing our new finance system, completing our move to the cloud with a new IT provider, identifying a provider for a new HR system, which will be implemented in 22-23.

As Covid measures become more relaxed, we remain certain of one thing, that older people across Lancashire will need our services and support more than ever in the coming years. With your help and support, we will continue to ensure our services offer the greatest possible impact for them.



Teri Stephenson

Chief Executive

# Trustees Report (including Directors Report) for the year ended 31 March 2022

The Directors, who are also Trustees of the Charity, present their annual report and financial statements for the year ended 31 March 2022.

## Organisational Aims

Age UK Lancashire is a company limited by guarantee and we are governed by our Articles and Objects.

## Our Vision & Mission

**Vision**

*Until everyone is living their best later life*

**Mission**

*Delivering Outstanding, Responsive & Inclusive Services & Solutions*

# Impact Report 2021 - 2022

## Who we helped

11,815

Total number of older people supported

10,415

Calls responded to

6,735

People supported after a hospital stay or illness

670

People supported to manage their long term illnesses

679

People supported with dementia

£1,774,544

Additional income generated for older people

35,607

Hours of help provided in people's own homes



# Impact Report 2021 - 2022

## Income & Awareness

£318,453

Grant funding received

£713,000

Retail sales

£84,400

Retail gift aid

£67,038

Donations and Events

£21,251

Secured from corporate fundraising

16%

Increase in website visitors

6%

Increase in social media following



## Our New Strategy 2022-2025

We reviewed our Vision, Mission & Values in the last year (20-21), which gave us a strong platform for developing our new 3-year strategy.

Our Trustees approved our new strategy, which lays out our priorities and plans for the next 3 years 2022 - 2025.



It builds on the work in the previous strategy (2019 -2022). We carried out a full review of our previous strategy, ensuring that we carried forward into the new one priorities that were important to continue and the very small number of things that we hadn't been able to achieve. This review highlighted the excellent work and ability of Age UK Lancashire colleagues to maintain business as usual and get things done, whilst responding to a constantly changing & challenging environment.

Our previous strategy had been developed via a number of engagement events, which unfortunately wasn't possible due to Covid levels during the latter part of 2021 when this strategy was in development. We were, however, able to carry out several virtual events to ensure that we were able to involve as wide a group as possible in its development and some involvement was done via email.

If Covid has taught us anything, it's that the best laid plans sometimes need to be changed very quickly and this strategy has been developed to ensure that we have a clear and ambitious 3-year plan, whilst allowing for flexibility and change as needed. We have a 3-year strategy, which will be delivered by annual plans, facilitating a responsive approach to any changing needs and demands on our services.

We have also developed a one-page version of the strategy, which is displayed in all our offices.



Now that our overarching strategy has been approved (in March 22), work has begun on developing the more detailed Directorate Strategies, which will provide detailed plans for their respective areas.



## Social Responsibility

Age UK Lancashire are an active member of the Lancashire Social Mobility Network and aligned with the priorities identified across Lancashire, we have identified & prioritised the following areas where we will continue to impact on Social Value.



### People

- We employ local people where possible, aiming to have a workforce which represents the community in which we serve.
- We will recruit to potential recognising that some will need support to overcome the barriers that they face, providing high quality training, work experience & volunteering opportunities.
- Our services will continue to focus on quality of life for older people and fully aligning with our Vision “until everyone is living their best later life,” meeting the needs of those who need us.
- We will treat our staff & volunteers fairly, be an inclusive employer and provide a great place to work.

### Planet

- We will operate responsible resource management & environmental protection by minimising our carbon footprint and our overall impact on the environment.

### Property

- We make our buildings available to others at small cost and support other properties & organisations by renting space in their buildings.
- We work with other organisations & charities to make the most of the green spaces that we have at our offices and delivery centres. We will ensure that our owned buildings are used to best effect & impact.

## Partnerships

- We will collaborate with local partners, sharing ideas and good practice.
- We will deliver services in partnership, adding value and sharing our knowledge.

## Pound/Purchasing

- We will ensure that we spend our money wisely, making cost savings wherever possible, focusing on value for money, our long-term sustainability and we will grow our charity in a sustainable way.
- We are loyal to Lancashire and purchase goods & services within Lancashire wherever we can and encourage those we work with to do the same.
- We will use charity funds & assets to ensure that the current & emerging needs of older people across Lancashire are met.

## Our Supporters



# Our Operations

## Information & Advice

Our flagship service has continued to offer quality Information and Advice and provision across a number of welfare benefit areas

During 21/22, we have had a variety of different funding streams, some that have been long standing, for example from local councils and EON via Age UK, and some new funding streams from successful funding bids, for example Scams Awareness programme, funded via AUK in partnership with Lloyds bank.

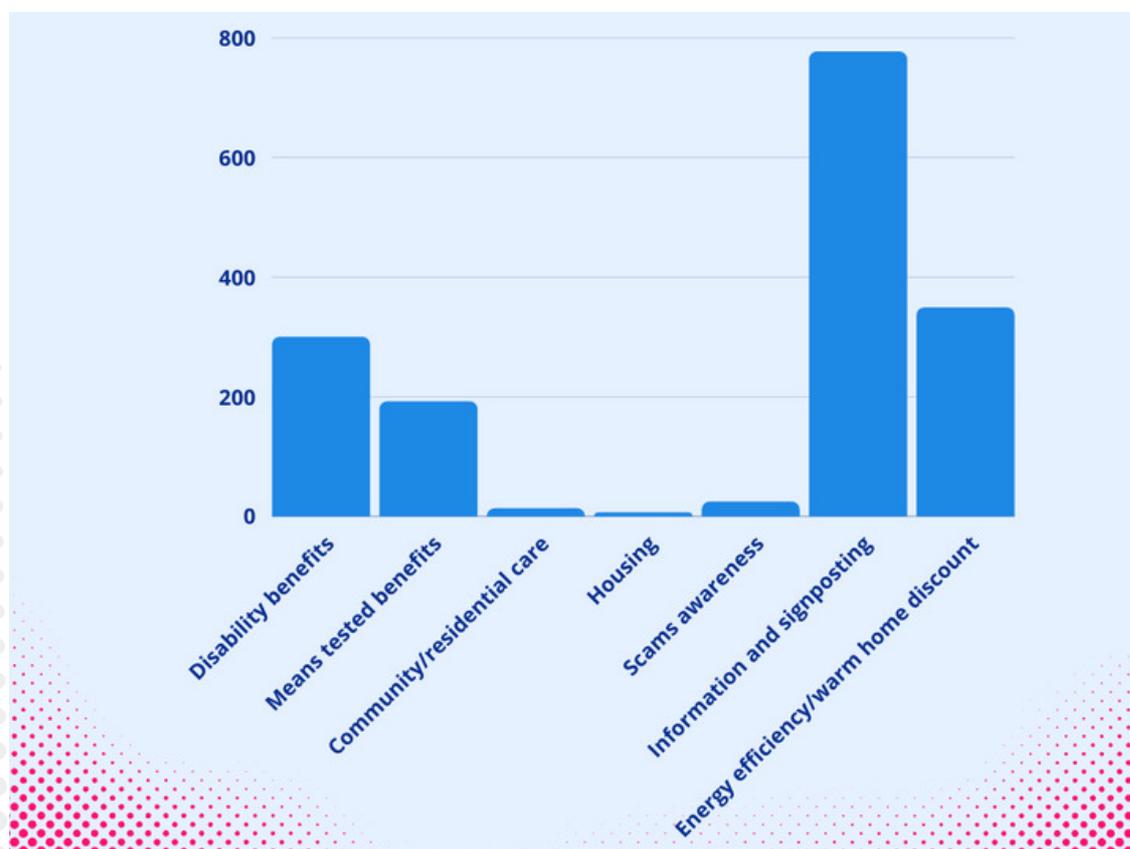
With the funding received in 2021/22, our team consists of the Service Manager, 2 full time and 1 part time adviser and a full time Scams Awareness Officer.

In addition to the Scams Awareness programme, we also supported the Household Support fund on behalf of Fylde Borough Council. This fund was set up to support the most vulnerable households with practical financial support such as energy bills, white goods and housing issues etc through the Winter period.

We also have worked with the Local Authority on the Creative Ideas Programme where we were able to quickly step -up information and advice provision across the County

Throughout the year we have continued to generate some fantastic outcomes for people and through the advice sessions outlined below, we have secured £1,247,748.82 in additional income for older people across Lancashire.

### Advice sessions:



*Scams awareness project delivery began in Q4*

## Customer quotes

I cannot thank you enough. I had no idea of the available help out there, or any idea at all how to access help, advice or financial support. Your assistance has been brilliant. I could not, would not have been able to complete the confusing unclear forms, answer the questions without your kind help and support. Contact with your service has completely changed my situation for the better improving my overall wellbeing immensely. Thank you.

Forms are not easy to fill, that's why a lot of people don't bother to apply for benefits they're entitled to, that's why organisations such as Age UK Lancashire are a great help.

"I have had someone who has listened to me and understood what I am having to manage every day. I am tired and I have been helped to get some of the help I need. I have forgotten to care for myself."

The Trustees have considered the Charity Commission guidance regarding public benefit and are satisfied that the charities activities do provide public benefit, The "beneficial purpose" requirement is met through our Vision - "until everyone is living their best later life" and our Mission which describes how we do this - "delivering outstanding, responsive & inclusive services & solutions". We provide a variety of services across Lancashire & remain proud of our commitment to providing high quality and impactful services, primarily to people aged over 50. This report provides a brief insight into our work this year and the difference that this has made to older people across the county.

## 0300 303 1234 - Customer Service Line

Customer service remains the first and main point of contact for anyone wishing to access support from AUKL. During the past year we have seen an increase in the difficulties customers are experiencing accessing other support services with many services closed or moved online post pandemic. We have been told on numerous occasions they wouldn't know what to do without us.

Customers wishing to access support can also make enquiries via our email address or AUKL Website and we are also able to access a Portal linked to AUK, where local enquiries are transferred direct to us for support.

The team deal with a large range of calls daily, from a 5-minute call providing a contact telephone number for a taxi to take a customer to a hospital appointment, to 30-minutes supporting a customer who has recently been bereaved and just needs to talk. We have assisted people with a vast range of information including support for those who are struggling financially, needing support for a family member who can no longer support themselves, looking for information on available grants and requiring social support to name just a few.

Quote from a customer calling back after speaking to a member of the team "just spoken to a lovely lady who was extremely helpful"

By talking to our customers, we can also identify gaps in support and enable them to make an informed choice of services available to them, whether that be with AUKL or Signposting to external organisations. Customers often say they would never have known about the help available had they not called us.

Customer service strives to provide the most up-to-date and current information and our aim is to continue to improve our resources. Working with other organisations is something we would like to do more of going forward and we are currently collating resources with the Alzheimer's society, particularly around events that are up and coming.



In 2021-2022, the number of enquiries below shows a consistent pattern over the year and clearly shows a demand for the service, total number of calls to and from the advice line for the year is **16,380** that equates to an average of **1,365** calls per month.

Quarter	Inbound calls	Outbound calls	Total calls
April - June 2021	3741	1373	3571
July - Sept 2021	4083	1590	4328
Oct - Dec 2021	3635	1377	4117
Jan - March 2022	4177	1656	4364

Data captured for our other lines of enquiry for the last quarter, details below, show a total of 1,588. With webpage and online enquires being just 293 which equates to an average of 98 per month

	Emails	Charity log referrals	Webpage enquiries	Age UK National portal enquires	Total other forms of enquiry
Jan 2022	419	54	53	43	569
Feb 2022	308	34	53	23	418
Mar 2022	430	50	93	28	601
<b>Q4 total</b>	<b>1157</b>	<b>138</b>	<b>199</b>	<b>94</b>	<b>1588</b>

The team always rise to the challenge and at times deal with complex cases, seeking out the most suitable support. It is becoming increasingly challenging to find information, with a good majority of services preferring people to complete an online enquiry form for support as opposed to providing a telephone number. This can be very frustrating for older people, our own data shows us this with only an average of 98 enquires online compared to 1,365 telephone calls, but it doesn't stop the team from finding a solution to this for our customers.

It's so nice to talk to a  
real person

### **Integrated Care Programme (ICP)**

After the pandemic in the early months of 2021, we continued our successful adjustment to the service and remained flexible to continue with provision of support, such as working from home and providing telephone support in addition to Home Visits.

With many services and activities being suspended during 2020 this had a negative impact upon the mental wellbeing of clients with their families and carers losing key respite from day services and home care services. Some services could not provide regular support due to isolation periods or quarantine issues in the previous year which led to people needing additional help and support from our team in 2021. This resulted in some longer support phases above 12 weeks during 2021.

We continued the good links made with The Integrated Neighbourhood Teams, (INT'S), Lancashire County Council services and outside agencies in order to support our clients in service. Our Personal Independence Coordinators have been working with Complex Case Managers, Primary Care Nurse Coordinators and with the Health & Wellbeing Teams in each district in the East Lancashire area working in Partnership to provide a wrap- around service for the People we support.

We made new links with the Social Prescribers across the East Lancashire Districts and have taken regular weekly referrals via this source, supporting the GP surgeries.

We continued to promote digital inclusion and offered free tablets to people who lived alone to get connected digitally with their families.

The INT's Complex Case Managers and the Personal Independence Coordinators forged excellent working relationships, by undertaking joint visits and providing much needed support to the clients so much that the PIC's are embedded within those teams and are seen to be crucial in supporting people that come through to the INTS.

Face to face visits increased by 445% on the previous year when face to face visits were restricted by covid. Overall contacts have increased on the previous year by 12%

Our Personal Independence coordinators were able to facilitate appointments for clients again during 2021 and liaise with client GP's, Health Nurse's, Adult Social Care, Integrated Therapy Teams, Podiatry, Information & Advice and many more on behalf of clients to get them back on track with their Health issues.

We saw an increase in 2021/22 of some of the main Long- term conditions that people live with coming through the service.

Long term condition comparison:

Long Term Condition	2021/22	2020/21
Anxiety	296	209
Arthritis	1042	818
Cancer	332	255
Depression	353	187

Of the people we have supported in ICP, conditions compared to the previous year were showing:

Anxieties had increased by 41.6%

Arthritic conditions had increased by 27 %

Cancer had increased 30%

Depression had increased by 88.8%

The long term effects and significance of people not able to move about and get out to connect in 2020 meant that people coming through the service in April 2021 needed higher levels of support.

## ICP Customer Feedback

This service is brilliant. Shamim is so friendly and goes the extra mile to help. My dad loved Shamim, he always spoke of her to me. How she was so helpful and friendly and what a lovely lady she is

A god send, fabulous service. Angela collected my medication over a weekend when she wasn't even working. Chemist even agreed to put them in blister packs in the future. In a bad time emotionally, Angela really supported me and built up my confidence and I can talk openly to her

Excellent. Tina has been especially important to my mental state during this pandemic and has continued to support me during my recent cancer diagnosis

Shahid was very professional with a pleasant personality. He was very clearly spoken for our hearing, we are most relieved that he is doing the attendance allowance, we have already applied for a Blue Badge

Helped me immensely when I didn't know what to do. I recommend

## Customer Story

Jane is an 87-Year-old lady, who lives with her son, who has a mild learning disability. Jane, who has been widowed for several years, was referred to Age UK Lancashire's Integrated Care Programme by the Over 75's Nurse. Jane has diabetes and osteoarthritis. She is also visually impaired and has a balance impairment. She also suffers from anxiety, for which she is on prescribed medication.

At the time of referral, Jane was becoming a little confused, and was increasingly relying on her son to do the shopping and to make meals. Jane used to enjoy going into town to look round the shops, but this had now become difficult for her, and she rarely went out of the house, except to attend health appointments. She was at risk of falling and was becoming more isolated although she had good neighbours who, prior to the covid pandemic, used to call in on her. Jane had previously been supported by the Integrated Care Programme 12 months ago, and a Blue Badge had been successfully applied for, meaning her son could take her out by car and escort her to any appointments.

### Following an initial assessment, the following issues were identified:

- Jane's house felt quite cold, and it was established that a radiator wasn't functioning properly. The heating system was old and poorly maintained.
- Jane's balance impairment and poor eyesight put her at increased risk of falls.
- Jane's son was struggling to cope with the increasing needs of his mother and needed support
- According to Jane's son, Jane was becoming increasingly confused and her memory was deteriorating
- Jane's medication had not been reviewed for some time, and she was not always taking her prescribed medication
- Jane had become increasingly isolated which was affecting her mood.



## What outcomes were achieved?

A referral was made to Hyndburn Home wise “Affordable Warmth” scheme and the Home Repair Service. The radiator was repaired, the heating system was serviced. In addition, Jane and her son were given advice on saving energy and keeping their home warm with details on the Safe Traders scheme for any future house repairs or maintenance

A referral was made to Adult Social Care for a full Telecare package including a pendant alarm, providing reassurance to both Jane and her son.

A referral was made to Carers Link, following which a carers assessment was completed. Respite support was put in place for Jane’s son, along with a Peace of Mind plan.

A referral was made to the Memory Matters team and an assessment carried out

A referral was made to the Medicine Support team for a full review of Jane’s medication. Following consultation with her GP, Jane’s medication was revised. In addition, arrangements were made for the medication to be delivered in blister packs to make it easier to administer.

A referral was made to Lancashire Volunteer Partnership for befriending support.

A referral was made to the Integrated Therapies Team for assessment for mobility aids, to help Jane move around the house more independently.

In addition to the above: A referral was later made to the Memory clinic by Jane’s GP

The Over 75’s nurse referred Jane into the INT, meaning services would continue to be coordinated and more support could be offered if required. A short period of Reablement was arranged, to encourage Jane to become more independent, and to manage her personal care.

**Jane was very appreciative of the support provided through the Integrated Care Programme. She said: -**

I would never have known who to go to for any help. You don’t realise what help is out there until you need it. Everybody has been so kind and helpful, and I can’t thank them enough.

**Jane's son:**

Without the support provided he would have really struggled, and the offer of respite had made a real difference for him. Both X and her son felt reassured that support “was out there” if they needed it.

## Hospital Aftercare Service

Our service continued throughout the pandemic to support the Hospitals across Lancashire with discharges, keeping both our clients and staff safe by adhering to covid secure practices. Our staff did an outstanding job of managing the risks associated with Covid and there was no reduction in the delivery of our service at a crucial time for the Hospitals.

During 2021/22 we transported 1,530 people home as part of our Take Home and Settle offer.

Our visibility within the Hospitals has continued to grow and with the support of our commissioners we now have a Senior Service Coordinators based within the Intermediate Care Assessment teams (ICAT) across Lancashire.

As a result of the pandemic there has been an increase of people enduring poor mental health, again with the support of commissioners to recruit additional staff, we are receiving referrals directly from the Community Mental Health Teams based within the Hospitals to support discharges and offer both Tier 1 and Tier 2 support to those settings.

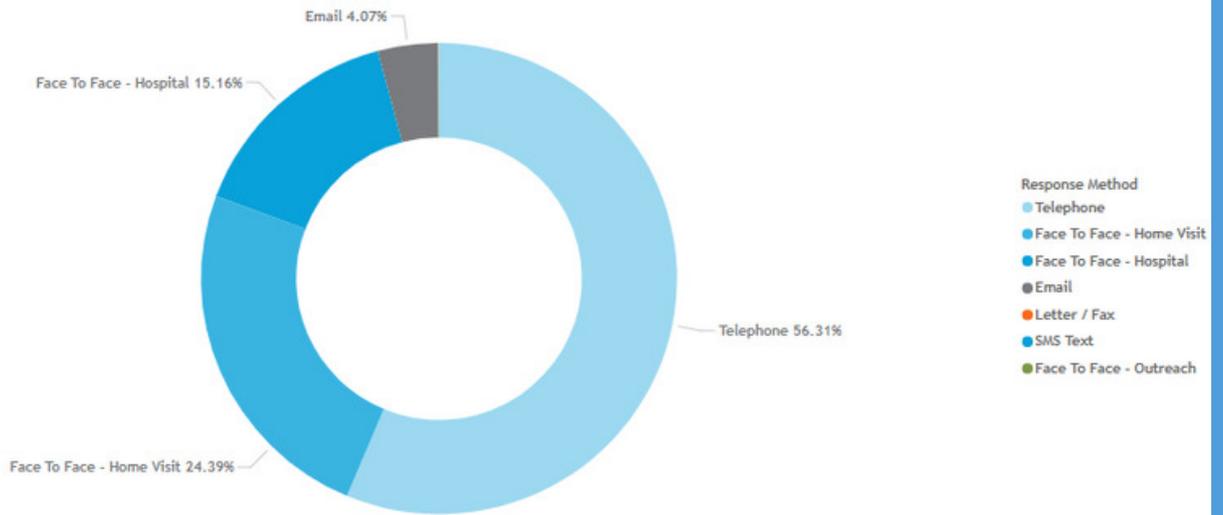
The introduction of uniforms, reported last year, has continued to be a successful in promoting our service. The pilot project of the logoed cars was successful in some areas but not others and it was decided not to continue using these past the trial funding.

Our unique position within the Hospitals allows us to be able to track patients within the hospital and visit them prior to their discharge, when still on the wards, to offer our services and support when being discharged. This is crucial for timely discharges and avoids longer stays than required, which is beneficial to the individual and the hospitals.

For the period April 2021 to March 2022, we received a total of 8,299 referrals, a 30% increase from the previous year.

We made an amazing 79,650 contacts with clients during the year, a breakdown below shows face to face meetings have increased as restrictions lifted Assisted shopping has taken time to restart as some clients are still reluctant to go shopping while others began online shopping in lockdown and have continued post pandemic.

Overall Action Method By Type



I did not know Hospital Aftercare was doing this support until the staff on the ward discussed my options on discharge. Thanks for all the support and information provided especially now my health is deteriorating and I know I must accept help

I am so grateful for the support given, at a time when I felt the walls were closing in on me and could not see an end to the pain I felt until you came along. Thank you for caring.

21.96%

of clients report and overall increase in wellbeing following HAS interventions

12,185

signposts to other services

1,095

self referrals

5,568

individuals supported by HAS lived alone

## **Hospital Aftercare Case Study**

### **Introduction / Background**

Peter is a 51-year-old man, living in a rented small downstairs flat. Before the events leading up to his hospital admission, he lived there his girlfriend, who had recently and unexpectedly passed away.

Peter's suffered from drug abuse and addiction. It is unknown to HAS just how long he had this addiction but from the referral he has been under the influence of drugs and alcohol for quite some time.

The devastating news of his girlfriend's death plunged Peter into despair. His inability to cope with this misery, and his ongoing battle with addiction, fuelled his desire to end his own life.

Peter became suicidal; he travelled alone, by train to Manchester, with the sole intention of ending his life: Once there, he consumed vast amounts of Valium and alcohol, with the purpose of jumping to his death from a bridge. He was found collapsed, slumped on a bridge near the city centre: He was rushed to hospital in a critical condition.

Peter woke up in Hospital, he spent two recuperative weeks there before being discharged fully mobile and independent. At this stage, his mental health was still acutely fragile and in need of professional specialist intervention.

### **HAS Referral:**

HAS was informed that Peter is HIV positive; has been dependent on drugs; and has recently been on a methadone programme. HAS were contacted to see if there was any way that we could support this man. A settle at home was arranged with Peter at the property to assess his needs. We were informed that Peter also had a range of social problems, mental health issues and housing concerns.

### **Nature of AUKL Intervention and Support**

Prior to the settle at home, HAS made several phone calls to local charity shops and located a bed frame and mattress from Shelter. A mattress disposal service for clinical waste was sourced for the safe removal of Peter's soiled mattress from his property.

On arrival at Peter's flat he had been unable to access his property: they had given him the wrong code to access the key safe, which had been fitted during his absence. The entry was narrowed by radiator pipes jutting from the walls where a radiator should have been. Walkways were littered with rubbish, clothes, rotten food, bottles and cans, fast food boxes and wrappers. Rooms looked ransacked, with little space to manoeuvre. Flies swarmed about, crawling up walls and windows. The bath, which was filled with pots, pans, and clothes, was overflowing with trapped water. The flat was inhabitable.

Peter was distressed at the sight. He said that he didn't realise how bad it was and he couldn't believe that he had been living like this. He kept wandering in and out of the flat, kicking rubbish out of the way and climbing over things to look for personal items. We had a chat to him about the situation and raised a self-neglect safeguarding concern with Adult Social Services and spoke to the property agent regarding an urgent deep clean and declutter of the property.

It was agreed that Peter couldn't stay there and that he would stay with a friend until the flat was cleared.

Over the next few days, we sourced him a social prescriber whom we spoke to at length about Peter's situation and about his recent bereavement. We also supported Peter to assess Drug and Alcohol Services and liaised with his social worker regarding his housing issue including the possibility of any grants that might be accessible to support Peter in buying furniture and general household items. We also support Peter to re-establish contact with his mental health worker.

Following HAS involvement, it was decided to close Peter's case as he was engaging with and accepting support from numerous services. HAS had done all it could to provide assistance to Peter when he was extremely vulnerable. HAS had sought to plug any gaps with the appropriate services and specialist professionals.

## **Outcome**

On discharge Peter was lost in terms of his next steps to recovery. He was still extremely vulnerable Peter wanted the help and support but didn't know where to start.

By HAS prioritising need; contacting relevant services; following on with essential phone calls and having those important conversations with other professionals, Peter is now having the support he needs to hopefully turn his life around.

HAS helped Peter in many ways:

- Building a trusting relationship
- Dealing with his housing provider
- Raising a self-neglect safeguarding concern
- Liaising with the mental health team
- Liaising with the Home Treatment Team
- Gaining access to a social prescriber
- Liaising with Peter's social worker
- Speaking with and resuming his contact with Alcohol and Drugs services.

The most important outcome for HAS was that Peter is now accessing the mental health support services that he needed to gain control of his life and move forward

## **Dementia Services**

### **Cognitive Stimulation Therapy**

Cognitive Stimulation Therapy (CST) is an evidence-based group treatment for people living with mild to moderate dementia and is the only non-pharmacological therapy specifically recommended to improve cognition, independence and wellbeing by the National Institute for Health and Care Excellence (NICE).

Longer-term or Maintenance Cognitive Stimulation Therapy (MCST) is based on CST structures and aims to actively stimulate and engage people living with mild to moderate dementia, whilst providing an optimal learning environment and the social benefits of a group setting.

MCST participants take part in meaningful and stimulating activities proven to help maintain memory and mental functioning. Small group sizes provide a fun and supportive environment where people can build new friendships and share experiences. Each session includes a range of creative and musical activity, topical discussion, physical activity, quizzes and word & number games.

In 2021, Age UK Lancashire received funding from 2 different sources to be able to run both a 24-week programme of face-to-face and virtual Maintenance Cognitive Stimulation Therapy (MCST) and a programme of weekly home-based 121 CST visits (in 8-week cycles).

121 CST programmes culminated in an Individual CST (iCST) Carers Awareness session aimed at providing carers with the skills needed to continue engaging their loved one in meaningful activities at home.

60 referrals were triaged and sorted into the two AUK or CCG funded projects following roll out of the promotions plan in June 2021. The majority of referrals came via family/friends, our own Dementia Community Links team and indirectly via the local Memory Assessment and Alzheimer's Society services.

Despite the challenges of lockdown, the 24 week programme of both face-to-face and virtual sessions saw an average attendance rate of over 85%. More than half of those attending the MCST programme either maintained or improved their cognitive functioning from start to end and the average quality of life score increased across the two groups.

121 CST saw an average attendance rate of 93.45% with improvements noted in quality of life for both client and carer from start to finish.

Feedback from both the MCST and 121 clients and carers was really positive, with many opting to apply for new CST groups or refer themselves into our Day Club services. CST continues to grow at Age UK Lancashire with provision of group activities now forming part of the Dementia Services service spec for 2022-24.

### Group feedback:

"A pleasure to come out and meet people. Great for something to be prepared for people like us. I admire Age UK for doing these sessions."

"Meeting different people makes you happier and takes you out of isolation."

"Mum has loved going to her CST group and wishes it wasn't ending, so do keep in touch re: any other CST groups that may start up."

"R is brighter after sessions, more chatty. This in turn, makes home life better."

"Group conversations make him feel valued and part of something. He gets on with others within the group. It's helpful for him to be involved in something that doesn't involve me."

### 1-2-1 Feedback:

"Enjoyed the activities and regular company"

"Very friendly and activities were both amazing and beneficial."

"Damian was very natural and calm with Mum. He had a way of getting her to open up and chat about the old days without it seeming unnatural or a process."

"An hour to myself knowing that my husband was spending time with someone he liked and could talk to."

### Carers Session Feedback:

"Very informative session delivered well e.g. written and verbal information given."

"Opportunity to meet people in a similar situation."

"Thought provoking ideas."

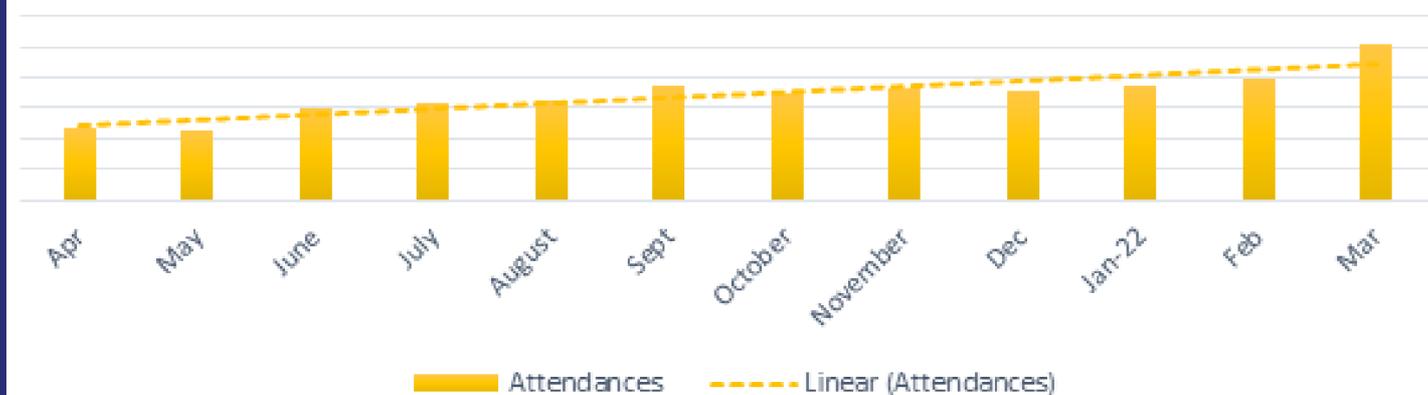
## Day Services

Age UK Lancashire's Day Clubs based in Ormskirk, Lancaster and Nelson had a busy year welcoming back existing members and getting to know new members following a challenging 'Covid operating' period. The Day Club Service makes a significant difference to older adults in Lancashire, providing essential respite for carers and for members, a full day support at a community-based centre. Members take part in a range of activities designed to stimulate, encourage participation and promote independence, with a tailored support plan.

In April 2021, due to Covid-19 restrictions, daily capacity was still limited 10-13 people per day. Through careful monitoring and close consultation with our members and their families, we adjusted, slowly but surely, to increase the number of places available by 30% by March, enabling 4339 attendances in 2021-22.



### Attendances



### Attendances improved and capacity increased

A range of community projects were underway throughout the year.

In Ormskirk we collaborated with Carousel CiC to dance, sing and exercise to music as part of a programme to boost mobility and encourage gentle and fun exercise! We secured grant funding from B&Q and Neighbourly scheme to improve the aesthetics and acoustics environment at Ormskirk site for our members; installing LED Skylights, wall mounted soundboards, improved heating system and decorated the centre.

We were delighted to work alongside Burnley College to redecorate the Walton Lane site as part of a community group volunteering event. Working with a highly experienced storyteller from Storywheel, we explored the experiences and memories amongst our members of the Queen's reign from 1952 to the present, capturing the memories of our members spanning the 70 years of Queen Elizabeth's reign.



### **Customer story**

Bernard is an 82-year-old male from Accrington who lives alone in sheltered accommodation. Bernard's only family was a brother who sadly passed away in 2020.

Bernard had been self-neglecting and spending a lot of time alone. His warden at his home noticed this and began researching for daytime support that Bernard could attend. The warden recommended Age UK Lancashire and Bernard started attending.

Bernard originally started attending Friar Court, in Accrington, around 15 years ago.

During this time there were many changes and one of them was to sadly close Friar Court. Bernard was offered a place at our Knight Hill house club, in Padiham.

Unfortunately, due to the COVID pandemic, Age UK Lancashire made the difficult decision to close Knight Hill House and offered all the members a place at our Walton Lane day club, and this is where Bernard currently attends once a week.

### **Outcome, Highlights, and positive feedback**

Bernard expressed he chose Age UK Lancashire as it is a well-known charity and appeared to be the nicest one available to him.

Bernard explained he likes to be out and about all the time. 'I regularly attend car boot sales, coach trips and day trips where I can. The difference at Walton Lane is I have people to talk to. The staff are nice and support me when I need to pay bills and talk to other people, like gas company etc and I look forward to coming to us every week.

Bernard says he feels happier and in a better mood after attending. He said his confidence has improved and he feels like he can tell us what he likes and doesn't like. He also feels a lot less lonely, although he still likes his quiet time he enjoys being around people and joining in the group activities.

I'd highly recommend Walton Lane  
- the staff are helpful and fun!

## Retail

### A busy year...

Retail had a great year in 2021/2022 achieving sales of £720k whilst operating for only 50 weeks of a 53-week financial year and with restricted capacity as numbers of customers entering the shops were limited to ensure social distancing was maintained.

This success was driven mainly by an increased appetite from customers who having been 'locked down' on and off over the previous 12 months were ready to spend and had the available money to do so. Shops also benefitted from a significant increase in donations from people who had used the lockdown period to 'have a clear out' and this certainly helped to meet this upturn in demand. The Retail team also achieved additional income of £84.4k via sales of Gift Aided donations!

### Challenging times...

Operating in this post COVID climate was not without its challenges. In addition to managing footfall in their shops, retail teams had to implement new cleaning regimes which added extra workload to their already busy days and ensure mask wearing was implemented in line with governmental requirements – no mean feat and a real test of our customer service skills! Furthermore, all those working in shops were required to work wearing PPE, something they had never done before, and which took some getting used to!

When we re-opened back in April 21 there were fewer volunteers as many chose not to return following lockdown and/or chose to work less days/hours. This meant Managers did not have the same flexibility or productivity within their teams as they had pre-covid.

Although other Charities had to close their shops for brief periods whilst staff were off sick, at AUKL we continued to open for trade every scheduled day, despite periods of staff sickness due to COVID where Managers were absent for long periods. This was down to teamwork as Managers from one shop would support another, holding/opening in their absence! Towards the end of 2021 we were also in the fortunate position of hiring a permanent Relief Manager which has also meant we are in a better position to respond to such instances. At the start of 2022, the Retail Team also had to continue without their Head of Retail who took a leave of absence due to ill health.



## In summary...

It is fair to say that 2021/2022 has been a year like no other! The Retail Team have shown significant resilience, demonstrating their capacity to respond to the challenges faced during COVID, responding professionally, and continuing to trade their stores to meet the needs of the customers in the communities within which they operate and with outstanding results. There is an opportunity to take the lessons learnt and build on this success into 2022/23 and beyond.... watch this space!



## Veterans Support In The Community

In 2021 we launched a new outreach service for older veterans across Lancashire to identify socially isolated veterans. The project aimed to reduce isolation by connecting veterans where they can take part in activities, receive support, develop new friendships and become more active in their local community.

Our Outreach worker Jaqui, with 33 years military service under her belt, worked with 70 veterans, enabling them to access a wide range of opportunities and ongoing support.



Since the project began, over 450 contacts were made with Veterans, and she met over 1750 people & professionals making countless connections with external organisations including Lancashire and South Cumbria NHS Foundation Trust HARRI Bus, Blackburn Rovers Veterans Club, Burnley Football Club Veterans, Carers Link, Penwortham Veterans Breakfast Club, SSAFA - The Armed Forces Charity, Veterans In Communities and West Lancs Senior Community Online to name a few...

Jaqui, as a representative of Age UK Lancashire, was like a ship coming over the horizon when you are adrift in a lifeboat



Jaqui utilised a wide range of promotional events, networks to reach veterans, working alongside Carnforth ICC to produce a YouTube video presentation for local veterans.

An 84-year-old veteran based in North Lancs told Jaqui “You’ve saved my life” following a package of support she’d put in place from BLESMA; an organisation who promised ongoing legacy of lifetime support as a result of the service.

## Footcare

During this year we have seen promising signs of increasing activity in our Footcare Service post Covid-19 Pandemic, with increased referrals, attendances and overall membership of the service. Service delivery was able to settle into a routine with the Covid-19 delivery model and we continue to work in a Covid secure way.

The service works with clients and their families and carers to provide a service tailored to meet their needs. This year we have been able to offer both clinic and home-based appointments, dependant on individual circumstances. Service users who opt for a home visit do so due to mobility or health issues which render them housebound whilst others don’t have access to suitable transport.

Clinic appointments benefit the clients who can access them, as it encourages them to get out and about in the community, promoting wellbeing and being more cost effective for them. Clients who were receiving home visits due to the Covid restrictions have been enjoying returning to clinics and the benefits that this brings.

Our clinics continue to be popular and we are looking for new clinic venues to increase our number of available clinic appointments in 22/23.

The Footcare Team work in partnership with a range of key service providers to ensure continuity of care provision between providers such as Podiatrists and Falls Prevention Initiatives.

"The service is marvellous and I consider myself very lucky to have them."

"Very relaxing and enjoyable experience."

"Happy with the service, well organised and didn't have to wait long."

"It was very good and reasonably priced. Prompt and good service."

"I have always found the staff efficient and friendly and helpful."

"Excellent service, very satisfied Thank you 5 Star."



## Age of Opportunity

We continued to deliver employment and training support, for those over 50 with multiple complex barriers, until September 2021 when our involvement in the Age of Opportunity Project came to an end.

The adaptability and skill of the team had enabled support to continue during the pandemic and feedback from participants shows how much this was appreciated, their barriers to employment having increased during this time.

‘Nick has been an amazing support to me, he has seen me at my down times and helped me up. He has shown me my potential and that I am a capable person and can get a job which helped me immensely’

We supported with cv, interviews skills, job searching and applications and successfully moved some participants into employment/volunteering roles. It was also vital to support participants to overcome their barriers to gaining employment and the outcomes that we achieved included:

- Health and wellbeing support
- Benefits and debt support
- Reducing social isolation
- Building confidence
- Improved digital skills/ Connectivity
- Job searching/ applications/ Developing cv
- Self-employment support
- Volunteering
- Training courses

## Digital Inclusion

We launched our Digital Inclusion project during the first Covid lockdown of 2020 in direct response to the needs of isolated older people to be connected with their families and communities. Throughout 2021-22 we have been able to keep this project buoyant through a combination of funding from the Good Things Foundation, Preston City Council, Morecambe Bay PCN and Progress Housing Community Investment Fund.

These funds have enabled us to continue to fund a Digital Inclusion Co-ordinator and to purchase tablets to give and to loan to local residents. By the end of the year we had distributed over 200 tablets supported individuals to get online for the first time. We have been fortunate to secure funding to keep this vital project going for the next 18 months until November 2023, through Age UK's Digital Champions programme.

We are also excited to announce that we have secured funding from the NHS Tech Fund through Lancashire and South Cumbria ICS to deliver a Digital Inclusion to Support Elective Recovery project which will be launched in September 2022. This innovative project will be delivering digital support to adults who are on the elective surgery pathway.

## **Digital Inclusion Customer Stories**

### **Introduction/Background:**

Age UK Lancashire has provided tablets and Wi-Fi units for 51 individuals living in Preston postcode districts. We were able to purchase 30 of these following a grant from Preston City Council's Covid-19 Emergency Fund at the end of the 2020-21 financial year. This grant was received in recognition of the work the Digital Inclusion team were already undertaking in Preston and especially the contacts made within the BAME communities. Working in partnership with local leaders from the Muslim and Afro Caribbean communities we delivered 21 devices within the PR1 district of which 7 were delivered to residents in PR1 6.

### **Nature of Support/Task:**

The Digital Inclusion Coordinator worked in partnership with local community leaders to identify residents who needed devices and connectivity to enable them to contact family, friends and vital services during the pandemic. Owing to the limited language skills and cultural requirements of the Muslim households Age UK Lancashire's staff member was accompanied on visits to drop off and set up devices by one of the local community leaders. He in turn interpreted on behalf of recipients and ensured that they understood how to use the equipment.

### **Outcome/s:**

This grant and partnership working enabled Age UK Lancashire to support many individuals and families that would normally have been outside our reach owing to language barriers. It enabled us to provide the digital devices required and access to Apps for a wide range of uses including religious, NHS and social. This was particularly useful during Ramadan. During our initial assessments of the needs and interests of recipients we also identified wide ranging additional support requirements which we were able to address via our own services or onward signposting/referral.

This included additional support for a couple who were struggling emotionally and financially because of the husband's dementia. Owing to the lack of access to services during Covid his wife was unaware of the benefits they were entitled to and desperately required additional emotional and practical support. We were able to support her application for Attendance Allowance and referred to Lancashire Carers and Alzheimer's Society for additional assistance.

In addition to receiving digital equipment and training this project allowed us to inform individuals and community leaders of Age UK Lancashire's full range of services and in particular the Hospital Aftercare Service which is less frequently accessed by the BAME community. We communicated with the community leaders, Royal Preston Hospital discharge team and Age UK Lancashire's service coordinators to ensure that all adults leaving hospital with little or no support at home are encouraged to avail themselves of the service.

Age UK Lancashire has a higher profile in the Preston district because of the Digital Inclusion project and we will continue to work with these existing and new clients to ensure they are able to access NHS services, connect with families and follow their interests via their devices.

Age UK Lancashire was proud to receive a Certificate of Recognition from the Mayor of Preston in recognition of our Digital Inclusion work during the Pandemic.

## Home Help Service

Our Home Help service has continued to grow over the last financial year. After, losing some customers in 20/21 due to Covid fears, the service bounced back at the end of 2021 and into 2022.

Having achieved **26,327** hours of home help by the end of the financial year in 2021, we budgeted an increase of just over an extra **3000** hours and so had **29,488** hours forecasted for the year 21/22.

At the end of year we had achieved **35,607** hours of home help across Lancashire, which is an amazing 6,119 hours more than forecasted.

These results are a credit to the whole team who work tirelessly moving hours to suit our customers needs and requests.



We have received an incredible amount of positive feedback for the service from customers, carers and families with many stating they would be lost without their weekly visits from this amazing team.

We have 4 coordinators covering the County and adding capacity due to expanding our service in Preston, we have **80** Home Helps.

In April 2021, we had 451 customers and by the end of March 2022 that had increased to **542**.



## Customer Family Feedback

Dad would like to say goodbye to Louise and he and we are happy for her to have her last visit with Dad on the Friday 30 Sept in the morning (her usual time) of his move - as he will be moving in the afternoon and we think it is important for Dad to say goodbye to Louise as she has been such a fantastic help and a vital connection for Dad and for us. I cannot sing her praises loudly enough - she has gone over and above and Dad is very fond of her and very thankful for all that she has done.

Many thanks to Louise and to all the team at Age UK - you are a fantastic group of caring people and a great organisation who transform the lives of our elders. Your work is very important and incredibly valuable to individuals, families, communities and society.

As a family we have no idea how we would have coped with Dad's return from hospital, after fracturing his hip and with his increasing needs due to his age. We all need to work and we live at a such a distance from him in another County - our heartfelt thanks to you all. We have always had 100% confidence in the compassion, kindness and professionalism of your team and this means so much to us and to Dad.

# Home Help Customer Story

## Introduction / Background

Mr S was referred into our Support at Home service at the beginning of May. He had received short term support during April from our Hospital Aftercare Service Team for his shopping as he has been unable to drive due to poor mobility and pain from severe ulcers on his legs and feet. He lives in a very rural location and has no family to call on for support. Mr S is a very private man.

## Nature of AUKL Intervention and Support

We started providing a shopping support service and after a few weeks he said he would like support with his cleaning. As his initial visits had been during Covid and existing social distancing rules, this gents risk assessment was out of date and so on following this up, it was identified through discussion with him that he had a lot more needs requiring support.

- He was a hoarder, particularly upstairs.
- The cottage had not been maintained over the years so the wiring was old and during the conversation we discovered his lights were only working in his shower room because that was on a separate circuit due to being installed some time last year. His sockets were ok. So once it was dark his only light was from his shower room and his TV
- He had no smoke detectors
- His washing machine was broken so he was trying to rinse out a few clothes in his kitchen sink, causing more pain to his feet
- You couldn't exit out of the front door as it was completely blocked with possessions
- Trip hazards including trailing wires

## Outcome

The coordinator organised for an electrician selected from the Safe Trader site to visit urgently to get his lights back on to keep him safe. Mr S said he would like an outside light putting in as he was frightened of tripping as couldn't see anything in the dark, and he didn't want his home help falling once it became Winter. We have arranged for the same trusted Electrician to go back and do this for him.



We contacted the Lancashire Fire & Rescue Service and they are going out to fit smoke detectors in his home and give him any other advice and support regarding his hoarding & safety.

On speaking with his Social Worker, she has arranged for a specialist company to do an intensive clean and declutter. This has been done. Mr S can now open his front door. The Lyons Club have sourced a second-hand washing machine and this has been delivered and is working.

He was originally being supported in our support at home service for his shopping, but we are now supporting his shopping & cleaning needs through Home Help and our member of staff has been working with Mr S to further sort out his home, this has included removing all trip hazards.

We speak to him regularly and he is enjoying the company he now gets, and he feels supported. His physical and emotional wellbeing has improved. Rebecca is even going to the garden centre to get him some compost so he can pot on his plants in his greenhouse as this is his one hobby.

Rebecca is grand, she is sorting me out, getting me safe and organised

## Home Help Customer Story

### Introduction / Background

Mr K, 59yrs of age, on universal credit, called 0300 referring himself for home help support. He has a severe phobia of catching covid to the point no one is allowed into his flat. He walks to the local Iceland warehouse as terrified of getting a taxi and had an arrangement via the manager for a member of her staff to walk round the store at a distance from him, picking his order. His items were then put on hold for 72 hours before being delivered to his flat. He then proceeded to have a routine for 'decontaminating items' He had been informed that they could no longer support this and would have to move over to ordering food online for delivery.

He clearly would have struggled financially to afford to pay us for an hours shopping a week. He had no local family for support and had lost touch with his friend who he used to see regularly before the pandemic

### Nature of AUKL Intervention and Support

I spoke to Ann Oliver and then referred him into the Digital Inclusion service. They allocated him a tablet which had built in broadband for a set time period, they visited him to show him how to use the tablet and support him to set up an online shopping account with both Iceland and Morrisons.

He did not have much experience in using the internet so to make sure he could access food and check on his progress with his ordering, I also referred him to HAS for short term support.

He had been supported by the social prescriber team for a referral into counselling, but it had not been successful. I signposted him to MIND and N/Compass. He had mentioned he was waiting on a possible diagnosis for Parkinson's, but he could not get a doctor's appointment, so had not followed this up. Before I ended the enquiry, I called his GP practice and got him an appointment to see his GP

### **Outcome**

Mr K, through the combined support from Home Help, Digital Inclusion and HAS was able to access food supplies and was going to sign up to broadband for when his free internet ended, He started going to his GP for support with his OCD behaviour and further investigations regarding a possible Parkinson's diagnosis. He also started allowing our HAS workers into his flat.

I welcome her visits, I feel I could leave her to do the work if I was not in, she uses her initiative, I look forward to her visits as I don't get out.

We have a great relationship and work well as a team, when my wife was ill she allowed me to spend precious time with her.

I find the service invaluable and really value the help and support given, I don't know what I would do without it due to my father's failing health.

Dawn's help enables me to 'keep on top' of chores. She is able to do the things I cant now do - kitchen and bathroom. We have a good working relationship.

## Our Business Development and Fundraising

This was a great year for our business development and fundraising, particularly in our levels of grant funding received and number of successful bids. We had a record year for donations and have started to see some early signs that our legacy plan, launched in late 2018, is starting to have an impact.

During this year we started to see some recovery for our face-to-face fundraising. We were able to run some events, we saw a slow return of corporate networking in person and were able to start delivery of our will writing surgeries again towards the end of the year.

We started to review our business development strategy this year and to plan for our fundraising for the next three years. This was assisted considerably by a grant from the Dunhill Medical Trust to fund a fundraising consultant from Moore Kingston Smith (MKS). Dan Fletcher from MKS spent time with us in February and March 2022 auditing our current fundraising and making recommendations for our next three year plan. We intend to take forward some of his recommendations for growing our unrestricted income in particular, in our next 3 year Business Development Strategy which launched during 2022.

### Grant funding:

We have had a fantastic year for grant funding, a direct benefit of our investment in a Business Development Manager in 2019. Grant funding enables us to extend and expand our existing work as well as launching and testing new concepts.

- Our income from new grants during the year was £318,453
- 24 bids were successful out of 45 submitted, which was a 53% success rate

Despite our concerns that funders would continue to focus on Covid-related issues, only three of the funders we applied to were seeking to fund projects directly related to the impact of the pandemic, which implied a general return to “business as usual”. This didn’t mean the environment was any less competitive; we were unsuccessful with one funder which shortlisted 19 out of 523 applications!

The highlights of what we achieved are as follows:

- Digital inclusion: We continued to access funding to sustain this vital project, receiving £5,000 from the Preston City Council Covid Response Fund, £1,000 from the Arnold Clark Community Fund, £5,000 from Progress Housing, £5,000 from Evan Cornish Foundation, and £10,700 from the Bay Primary Care Network in Morecambe.

- We were delighted to receive a £30,000 grant towards our core costs from Garfield Weston Foundation!
- Age UK provided £20,000 to continue our MCST programmes for people living with dementia.
- Eric Wright Charitable Trust continued its ongoing support for our Information and Advice service with a £25,000 grant followed by an additional grant of £10,000.
- We received £5,000 from the Care Quality Commission to undertake research amongst digitally excluded older people on their behalf regarding engagement with the Commission.
- £80,000 was secured from Age UK for a new Scams Prevention and support project.

## Marketing Update



Our online presence continues to grow year on year with the implementation of a digital marketing strategy which includes website upgrades and the integration of a new brand partner portal, enabling people to find service information that is local to them either directly through Age UK Lancashire’s website or the national Age UK site.

We also invested in a Google SEO automation system, through Access Ltd, which helps our page performance and search results, to complement our free Google Ad Grants account. This has shown positive early signs of increasing page visibility and visits.

To support our social media strategy, we implemented Hootsuite to post and schedule our content, using the software tools to assist with times to post and key trends. This has enabled us to understand our audience and what content they engage with. It also supports our service promotion and brand awareness, allowing us to customise posts for each specific platform and streamline our activity.



## Mail Chimp: 449 subscribers

Introduced in June 2021, we began using Mail Chimp to assist with email marketing, to support our donor relationship management activities. We now send out a quarterly newsletter to our subscribers, which features updates on our impact, services and fundraising activities. We continue to promote our newsletter to new audiences and grow our subscriptions both offline directly to clients and across our digital platforms.

Our marketing strategy has been achieved, in part, due to the addition of a Digital Marketing Apprentice through Runshaw College. Providing the apprentice with the opportunity to learn on the job, gain skills and experience, whilst studying for a Level 3 Apprenticeship has aided the charity to increase online visibility, raise brand awareness and support the Business Development team to focus on income generation initiatives.

## Fundraising

£46,283

in regular and one off  
donations

£20,745

in fundraising  
events

One off and regular donations have increase 88% on the previous year. The rapid increase is a combination of improved internal financial procedures being implemented, the continued donor relationship work undertaken, as well as the impact of increased donations following the Covid pandemic.

We will look to develop longer term donations through our Will Writing Scheme, which slowed down during the pandemic due to the majority of clients wanting a face-to-face appointment. In March 2022 we were able to relaunch the scheme with in person appointments and are working on a clear growth plan to provide more sessions across a greater geographical spread in Lancashire.

## Fundraising Events

£4,347

Yorkshire 3 Peaks

£1,200

Fashion Show

£2000

Sleep Out

£800

Christmas Tree  
Recycling

## Canoe Challenge

Having been cancelled due to the ongoing pandemic restrictions in March 2021, the Canoe Challenge finally went ahead in September 2021, on a glorious summer's day. A total of 8 teams made up of 18 challengers took part in our annual 25-mile canoe from Preston to Lancaster, helping us raise over £5,600. Making this challenge one of our most successful to date. We were delighted to have the support of local businesses including the Hand & Dagger and Water Witch pubs, as well as a support crew made up of staff and volunteers, who were there to encourage and keep the participants safe along the route.



## Corporate Relationships & Fundraising

Following on from the Covid pandemic, the early part of 2021 saw the re-emergence of a few face-to-face meetings and network events, but the majority remained online as people continued to meet virtually to keep safe. Our Corporate Fundraising and Partnerships Manager continued to attend and interact with both our existing corporate contacts as well as securing introductions to new businesses to help raise awareness of the charity and the work we do and to lay the foundations for future business support.

Plans were put in place for a variety of fundraising events, which saw some of our corporate connections signing up to take part and help us raise funds.

In June 2021 we held our first ever Break Out event, aimed at our corporate supporters. The aim was to raise 'bail' to complete the challenge and be let out. Participants from local businesses were delighted to take part and had great fun using their large networks of business and personal contacts to each raise their bail money of £1000. Taking place at the Marriott Hotel in Preston, the participants did a great job in raising an incredible £7,200. Businesses included: Taylors Estates, Sushma Snacks, Lancashire, Genesis IT Solutions and our very own representative from Age UK Lancashire.



July saw 8 walkers take on the Yorkshire 3 Peaks challenge to help us raise funds and the very first Age UK Lancashire charity fashion show held in October had 90 people attend.



Meetings with a local manufacturing company, Stealth, saw us sign our very first Corporate Agreement whereby the company have agreed to donate funds to us from product sales. The business manufactures high grade face masks and sell them worldwide and a 12-month agreement has been signed.

Recycling has been a good way to engage with local people and January 2022 saw us encourage donations in exchange for having real Christmas trees recycled from across the Ribble Valley. Working in conjunction with another local charity, Ribble Rivers Trust, ensured the trees were put to good use propping up the banks of the river Ribble.



Used postage stamps have been collected throughout the year - both from local supporters and corporate connections. It is very much a volume activity and so the support has been much needed and well received and a process we plan to grow in the future. To date we have received thousands of stamps and are in the process of sending them off to our collector in return for funds.

Age UK Lancashire is registered with the Fundraising Regulator and complied fully with the Code of Fundraising Practice. We received no complaints about our fundraising during the year. All fundraising activity is monitored by the Board of Trustees who scrutinise a regular fundraising report submitted by the Director of Partnerships and Growth. We have a dedicated Safeguarding lead on the Board, Rimpy Batta. All our fundraising is carried out by in-house fundraisers employed directly by the Charity and we take care to ensure that they are inducted and immersed in the mission and values of the charity and the importance of protecting vulnerable people in the course of our fundraising activities.

All our fundraisers treat people fairly and with respect and are sensitive to people who may be in vulnerable circumstances. All fundraisers undertake mandatory training in Safeguarding adults and children, Domestic Violence, GDPR and dementia.

## Community Engagement 2021-2022

From a Community Engagement perspective, this was a year of two halves. Between April and August nearly all engagement activities remained online even though there was increasing appetite for face-to-face meetings. This meant that Age UK Lancashire relied heavily on virtual presence at local Covid network group meetings, Integrated Community Care meetings and the media to promote existing and new services. This included radio interviews on subjects such as digital inclusion and scams awareness as well as social media posts.



The Community Engagement Manager continued to facilitate a monthly Virtual Dementia Hub over Zoom which involved carers and those living with dementia, health professionals and guest speakers. She also delivered talks over Zoom to various older people's groups including Sefton Older People's Forum and the Stroke Association. The number of speaking engagements over Zoom remained limited however and over the summer months she and partner organisations started planning for the re-launch of events and groups in the real world.

Two of the earliest face-to-face community events which we attended in the summer were Lancaster and Morecambe Pride festivals. Attendance numbers were high despite testing and Covid restrictions and reflected the general enthusiasm for community activities and interaction. These were followed in September by the re-launch of the AUKL supported First Tuesday Hub in Bolton le Sands and the Bay Information Hub.

From September the Community Engagement Manager was invited to give talks over both Zoom and face to face depending on the nature of the group. These included a virtual talk to over 50 members of Myaware (Myasthenia support group) from across the UK, to Lancaster Engineering Society, Lancaster Civic Society and a Pulmonary Support Group. Face to face engagements increased in number and included talks to Parbold U3A, Heysham Power Station Retired Employees group and The Prospect Union.

January 2022 saw the launch of Age UK Lancashire's Scams Awareness Project leading to a variety of speaking engagements including visits to Housing Associations and a virtual talk to a group of primary school pupils who submitted some of the most testing questions that the Community Engagement Manager had ever received.

Following training she also commenced the delivery of Learning from Living with Dementia courses to nurses and other health professionals from Lancaster district and to members of the Institute of Podiatrists over Zoom.



## Retirement Planning

Following the successful launch and delivery of AUKL's virtual Retirement Planning Workshops in 2020 we recruited additional professional facilitators and during Covid restrictions we delivered virtual workshops over Teams.

Funding of £10,000 from Cumberland Building Society also enabled us to deliver virtual bite sized lunchtime workshops during the first months of 2021. These were advertised over Eventbrite and included sessions on pensions and financial planning, legal matters for later life, health and wellbeing and using your time in retirement. We also responded to local demand by running free public face to face events in Lancaster and Preston during September and October when restrictions lifted.

Interest in the courses is slowly increasing, particularly since Covid restrictions have lifted and businesses have started prioritising their training plans again. By the end of the financial year, we had 10 bookings in for the year ahead with firm interest from some other parties. Our intention is to monitor this progress over the next couple of years with a view to expanding our training business if interest continues to increase.

Feedback from the workshops has been universally positive:

It is the best retirement planning workshop I have ever attended

I wish the course had been delivered earlier in my career/life, I would have been able to plan better my finances, pension, retirement details

The guest speakers were very knowledgeable, and outstanding, and came over superbly



# Our People & Volunteers

## Managing Covid within our organisation

Throughout 2021 - 2022 we have continued to manage the impact of Covid on our clients, our volunteers, and our colleagues. By continuing our approach of holding regular Managers briefing meetings, regularly updating, and sharing our internal 'Absence Management and Isolation Flowchart,' 'PPE Guidance' and Covid Guidelines, we both managed to create a safe and secure environment for our clients and minimise any transmission within our workforce.

During 2021 - 2022, 94 working days, were lost to Covid Sickness and 232 working days were lost to Covid Self-Isolation. Equating to 1.36 days lost per person for the year, this is significantly lower than the national average of 4.9 day per person in 2021 - 2022. Nationally, according to the ONS, 24% of all sickness up to March 2022 was attributed to Covid, AUKL's Covid sickness accounted for 8% of all sickness.

As part of our plan to transition out of Covid / pandemic management and finding a way to live with Covid longer term, we have been able to reduce the frequency of communications, we closed our dedicated 'Covid Inbox' in February and have merged sickness recording so Covid is treated in the same way as other reasons for sickness.

## HRM Software selection

In late 2021, we began the process of researching and testing a HRM software solution. Having reviewed 13 systems, and tested 4, the SMT made a recommendation to the board that we invest in a solution provided by Ultimate Kronos Group (UKG).



The build process of their Workforce Ready application commenced in January 2022, with the system being built, tested, and launched in phases, which will include:

- **Time and Absence** - Recording sickness, annual leave, providing work schedules and rotas and basic HR profiles for all colleagues.
- **HR Management** - A complete HRM solution offering storage and colleague access to 'People' files and employee documents. This module will also include access to company policies and procedures remotely, a dynamic organisational chart and an ability to manage our Company Assets and our Accidents and Incidents log electronically.
- **Recruitment** - This module will allow us to fully automate our recruitment process, including requests to recruit, advertising, selection, preboarding, onboarding and inductions.

- **Performance** - Creating a online platform for one to ones, annual reviews and development objectives, the Performance Module will help the organisation to be clearer about succession planning, learning and development opportunities and to manage performance more efficiently.

Optional development areas within UKG include expenses, timesheet management for Home Helps and surveys to support colleague and volunteer engagement.

### What our Colleagues have told us

We have continued to deliver quarterly 'Colleague Check In' Surveys and the Annual Colleague Full Survey in October 2021. 164 colleagues participated in the Annual Colleague Survey which equates to 80% of our workforce, the highest-level engagement we have seen.

Given the difficult nature of internal and external challenges we faced in 2021, including the continued impact of Covid, colleague shortages in many areas and the intensity of the work we were delivering, we anticipated some difficulty in maintaining the high scores achieved in areas such as Culture, Engagement and Communication, however these areas remain high.

As always, we have taken the feedback and suggestions from the collated surveys through the year, and these have been translated into objectives and deliverables with operational plans and focus areas for People.



Some of the common themes within 2021 / 2022 which will form part of the People strategy in 2022 were the need for development of technology and having equipment fit for purpose, workload, and the need for more colleagues / quicker recruitment to fill vacancies, keeping information flowing via the managers to all frontline teams, and more opportunities for us to work together in person as opposed to remotely.

Reward has been an increasing area of focus for AUKL over the last 2 years, for the 2nd year of the Reward & Recognition strategy, the SMT made a recommendation to the board that we should invest heavily in our workforce reward. In excess of £290,000 additional spend was agreed which would enable us to bring over 97% of roles up to the mid-point external benchmark completed in 2021.

## Engaging our Colleagues

Throughout the year we have increased the number of opportunities we have had for engagement with our colleagues by utilising regular virtual Managers briefing meetings, CEO briefing videos via Workplace, regular updates, and videos on Workplace.

Workplace has also been a positive vehicle for supporting the emotional and mental wellbeing of our colleagues, throughout the year we have delivered a range of wellbeing activities including, video sharing, helpful tips of managing stress and a Winter Wellbeing focus. We have also been able to use Workplace to communicate information such as Tax Relief information, money saving alternatives and scams awareness.

## Colleague Engagement Group

We continue to proactively engage with colleagues via our Colleague Engagement Group (CEG). This work is led by our CEO and Director of People, working alongside colleagues on a variety of topics, gathering their views and input to policies and decisions. Work this year has included;

- Our approach to vaccination (when Covid vaccination was likely to become mandatory)
- Our Menopause Policy
- Our colleague check-in surveys and their content
- Pension salary exchange
- Colleague wellbeing
- Internal communications
- Development of our new recruitment pack
- Our Reward & Recognition strategy
- Hybrid working proposals

We continue to see this as a positive way in which colleagues across the organisation can influence how we work, and engage in shaping the future of our organisation.

## Celebration Event and Celebrating our Staff

We had started the planning process for a much-wanted face-to-face celebration event for December 2021. Reluctantly we made the decision to move this to a virtual event, both in response to rising Covid levels heading into December 2021, and to avoid any possibility that attending a large event could impact on peoples Holiday plans.

We were able to create an engaging and positive virtual event, celebrating our work and saying thank you to everyone for their achievements. Planning is now underway for a face-to-face event in Spring 2022.



## Equality, Diversity & Inclusivity

We have not been able to develop this area of work as we had hoped, and it remains a priority for us.

We want to develop this work in 2 principal areas;

1. Our customers, which is outlined elsewhere in this report
2. Our colleagues

We have been held back to some degree by an inability to report the diversity of our staff as we lacked the capability to do this in real-time. The introduction of our new HR system in 2022 will overcome this problem. This will enable us to get a clear baseline on which we can develop a more detailed strategy. Our Director of People & Organisational Development is setting up a Task Group to address this priority area of work.

# Our Finances

## Statement as to Disclosure of Information to Auditors

So far as the Trustees are aware, there is no relevant information of which the charities auditors are unaware, and each Trustee has taken all the steps that they ought to have taken as a Trustee in order to make them aware of any information and to establish that the charity's auditors are aware of that.

Our accounts are prepared on a going concern basis of accounting. Having reviewed our financial position and performance including our cashflow, budgets & forecasts, our commitments, our reserves, our risk management and future plans and strategy, the trustees are of the opinion that the charity remains a going concern.

## Team Changes

We said goodbye to our retiring Finance Director in March 2022 and welcomed Cath Molyneux into the role. Cath joins us with a wealth of experience working at a senior level in finance and is a very welcome addition to the team.

We made some changes in our finance team in addition to recruiting our new Finance Director. We introduced the role of Finance Transactions Manager to oversee the day-to-day work of our finance transactions team.

## New Finance System

We transitioned to our new finance system Business Central in October 2021. With hindsight, this was not the right time for us to have made the transition, which caused additional work for the team later on. Work is ongoing to improve our financial reporting capabilities within the system and we have purchased Jet reporting to assist with this. Our aim is to improve reporting so that we increase awareness and financial responsibilities across our teams and to further assist us in our decision making.

## Reserves, Financial Review and Investments

We made a surplus of £138,121 (2021 surplus of £339,793).

The charity's subsidiary trading company was dormant during the year but we received a compensatory payment of £68,695 from Age UK.

Age UK Lancashire retains a reserves policy which is monitored throughout the year and formally reviewed on an annual basis by the Board of Trustees. The reserves we hold mean that we can protect ourselves in the event of a sudden or unexpected drop in our income and ensure that we can take advantage of opportunities to invest or expand should they arise.

We were required for part of the year to close our charity shops and we utilised the furlough scheme for staff in areas where we could not continue to operate and we claimed business grants for premises affected by the lockdown.

The amounts in our reserves amounted to £1,437,345. This includes £278,778 of endowment funds, £133,165 of restricted funds allocated for specific projects, leaving £929,655 of free reserves (which excludes fixed assets).

The existing reserves policy is based on drops in income from our approved budget and ensuring that we hold sufficient reserves to cover losses expected from this over a set period of time.

Reserves are held to cover net spend for a period of months in 2 scenarios from the Trustees approved budget;

- To cover 24 months net costs expected if income fell by 10% but expenditure remained per approved budget.
- To cover 12 months net costs expected if income fell 20% but expenditure remained per approved budget

Our policy requires reserves of at least £1,190,513 to comply with the worst of these scenarios. As at 31st March 2022 the free reserves are £929,655, leaving a shortfall against our policy at this time.

Our free reserves increased during the current financial year, and we will continue to closely monitor our reserves in the future.

The Trustees designated a fund of £75,000 in 2019-20 to cover potential legal costs linked to Covid-19. This was as a result of changes to available Director & Officer insurance cover across the social care sector linked to Covid-19 and was seen as a mitigation of a potential risk. This was reviewed in 2022 and the trustees have released this designated fund back to general funds.

We will review our approach to reserves when further work regarding cashflow and investments has been concluded in 2022-23.

## Progress Against Priorities set in 2021

### People

What we said we would do	What we did	What we will do next
Increase our options around flexible working practices	Continued expansion of our compressed and flexible working options. We continue to offer hybrid / blended working options	We will formalise our hybrid working options, consider how we support those with caring responsibilities and review our compressed working by role area

Raise awareness of the types of roles that are available at Age UK Lancashire Consider non-traditional application practices Development of a recruitment pack and deliver a full review of our recruitment process to ensure enhanced inclusivity, remove barriers and streamline the application process

By bringing in a HRM solution we will be able to adapt our recruitment processes, utilising digital applications and onboarding. We have continued to build on a report from the BAME Network and are reviewing our advert wording and how roles are advertised. We created a Recruitment pack that share the experience of working at AUKL, its vision, our values and the benefits

Will we streamline our processes and create an inclusive recruitment approach. We will consider options such as 'recommend a friend' schemes to help bring new colleagues to AUKL. Continue to build on our Recruitment pack offering and communication around recruitment, considering inclusivity, pace of communication and use of technology

Raise awareness within the wider workforce of inclusion Recruit individuals with linguistic skills that represent the communities that we serve Consider organisational policies that include religious practices and requirements

We have completed our 1st online anonymous E&D survey in 2021. From the responses received, we have established a base line from which we can build an approach to Diversity, Equity & Inclusion. We have delivered informal coaching sessions around diversity and inclusivity, working to develop our colleague's awareness and responses to issues around inclusivity

We will begin to collect and analyse E&D data at point of recruitment and annually across the workforce. We will work with Operations to understand how our recruitment strategy can support our objectives around community engagement. We will review polices such as carers leave, our approach to 'Christmas' holidays and shut down to ensure we are considering inclusivity

Introduction of HR software that will free up capacity of both managers and the People Team, ensure accurate reporting, allow us to gain greater insight into E&D. And give us more flexible and transparent HR and learning & development process

We have selected UKG as the provider who will support us to build a complete HRM solution. Given the unique demographic of our workforce, high flexible working, recoding in hours, the providers able to meet our needs were limited. We are now implementing a system which will be accessible via desktop or via mobile app

The launch of UKG needs to be completed in phases, allowing a period of around 18 months to fully embed the system. This is driven by both capacity within the team to support the build and development, but also recognises the step change that is required for our colleagues in both IT knowledge and culture to move away from manual processes

Implementation of the 2nd stage of reward & Recognition Strategy

In 2021 / 2022 we invested heavily in developing our Reward and Recognition in line with our strategy. We made the decision to bring most of our roles, where appropriate, in line with the external benchmarking undertaken in 2020. An investment in excess of £290,000 brought 97% of our roles 'mid-point' benchmark pay

We continue to review our Reward & Recognition strategy, 22/23 will see us launch a R&R working group made up of representatives from across the organisation who will help us to develop our strategy and build a robust Employee Value Proposition model. We will be reviewing our benefits offer, to include salary exchange pension options, carers leave and other benefits such as Life Insurance

Develop & implement a structured L&D plan that supports internal promotion, development opportunities and key role contingency planning where appropriate. Offer additional learning opportunities that focus on inclusivity, communication skills, well-being, and developing usage and understanding of digital technology

We have selected and begun the implementation of a HR system which will enable us to begin to develop our approach to, recording of, and identification of, developmental objectives for our colleagues. We will be able to record D,E&I data for our colleagues and also applicants allowing use to create a baseline for our work

Create an updated People strategy that addresses the requirements of the business around development, succession planning and recruitment. Implement the Performance module of UKG within Q4 of 22/23. Establish a D,E&I working group who can support the development of an approach with agreed measures

## Operations

What we said we would do	What we did	What we will do next
Increase our reach	We received 19,750 referrals in the year	We will increase this to 22,000 for 22/23
Increase our reach into different communities	We began to research how Dementia and other long term conditions affect different communities in our ICP programme and also began to set up consultation events into the Bengali community	Continue further consultations and deliver our MCST Dementia therapy across different communities

We will ensure that our services are inclusive, consulting with our customers and implementing Quality Improvement Plans where necessary

Consultations with Day Club members took place in Jan, Feb and March 2022 to ensure inclusion in decision making regarding Covid-19 precautions for members and families

We will strengthen our offer of Dementia services. We will identify those with poor mental health and support appropriately. We will conduct bi annual customer services and gather meaningful feedback Plans are in place to introduce wider service consultation in partnership with Healthwatch in 2022/23

We will improve our 0300 contact centre with enhanced reporting, capturing feedback and themes enabling us to consider service development based on evidence

We recorded that the top 3 reasons for calling were: 1. Access to AUKL services 2. Access to benefits 3. Access to Social and Community care

We will continue to define caller themes and increase methods of contact both in and out of core working hours

We will reach out to improve digital skills and through established relationships, we will be able to offer loan equipment for those who have lost connections with family & friends due to the pandemic

We provided in excess of 150 tablets and supported over 200 people to become more digitally confident

We will include our Digital offer under Core services and continue to support people to get online and open up the digital world for them. We will develop the Elective Recovery model, supporting pre and post operative appointments

<p>We will work with our customers to bridge the gap of online only services to ensure that they remain able to access provision that may have been moved to online only</p>	<p>We trialled CST (Cognitive Stimulation Therapy) online Virtual CST sessions x 24, 64 attendances – opened up provision across wider geographical area of Lancs</p>	<p>As Above</p>
<p>Through our media channels, we will reach out to customers, families and friends to promote our services and provide information on the range of services and activities on offer.</p>	<p>Social Media following: Increase 6% to 7,542</p> <p>Website views increase by 16% on previous year</p> <p>449 subscribers to our emailing list</p>	
<p>Increase provision for those living with dementia and their carers</p>	<p>Clients accessing support through AUKL's dementia services increased by 72.9% from 20/21 to 21/22</p>	<p>We will recruit a Dementia Services Manager to increase provision and extend services geographically Develop a Dementia Hub across 5 locations</p>
<p>Continue to develop our Maintenance Cognitive Stimulation Therapy both in person and through virtual sessions</p>	<p>MCST Virtual sessions: 24 sessions, 64 individual attendances Total CST sessions (includes group F2F, Group Virtual, one to one in the home): 273 sessions, 480 individual attendances</p>	<p>Attract further funding for more sessions and training for teams to deliver across other services, including Day services</p>



We will support carers with both MCST and CST creating knowledge libraries of support & self maintenance for those living with dementia

Sessions x 3 = 27 individual attendances

we will develop the core dementia service provision to include a carers pathway and offer of support for all carers of people living with dementia in the funded service areas

Improve customer wellbeing using outcome tools such as SWEMWBS & Mini Ace Dementia Tool to improve insight into the difference that we are making

SWEMWBS across all services averaged a 22.16 % improvement MINI ACE X 11 completed , 5 improved, 3 maintained, 2 deteriorated

Improve wellbeing by an average of 25% We will also research the Star outcome tool for older people

We will create quarterly feedback reports from our "how did we do" forms and present these to the Board of Trustees, responding to any themes as appropriate

Our feedback reports were returned by the majority of HAS customers and averaged 98.9% positive feedback

For a better range of scores across all services, we will develop a new customer feedback system

We will support older people to live their best later lives across all services

Our outcomes are highlighted through the variety of customer stories we write, impact from our interventions is powerful with many saying "they don't know what they would have done without our service"

Developing new outcome tools will be more specific on the impact we have made to somebody's life. We will also measure the same for families and carers

## Finance

What we said we would do	What we did	What we will do next
We will implement a new finance package	Business Central was implemented in October 2021	We will continue to identify where we can make improvements with Business Central to use to its fullest functionality
We will develop new reporting for different stakeholders to support financial decision making	This work was delayed as we needed to purchase additional software to provide the level of reporting that we required. Jet reporting has been purchased	We will develop a set of bespoke reports for our internal and external stakeholders with the aim of increasing financial understanding and accountability

## Business Development

What we said we would do	What we did	What we will do next
Expand sales of our retirement planning workshops	We continued to deliver workshops online to current customers during 2021-22. Still little demand for face-to-face delivery	2022 has seen an increased interest and demand from businesses for workshops, with a combination of face to face and online courses being commissioned. We will continue to market the workshops and review the levels of demand over the next two years

Increase income from regular giving

We had one of our best years to date for income from donations. We recognise the importance of developing income from regular giving as well as one-off donations

We will invest in a new role to grow our income from individual giving and regular giving in particular. We anticipate that in the longer term this will have a positive impact on the number of gifts in wills received

Increase income secured from grants & trusts

Having invested in a Business Development Manager in 2019, we have seen a significant rise in income received from grants and trusts

We will continue to invest in this stream of work so that the charity can grow our core activities and test out new areas of work

Grow our retail portfolio to increase revenue for the charity

Started the planning process and putting the support structure in place for growth to start next year

We plan to invest and grow our retail stock over the next three years to increase our unrestricted income

Build on our corporate relationships and develop new avenues of business support

Corporate fundraising is challenging as businesses are still recovering from the impact of the pandemic. Despite this a number of new initiatives and partnerships have been successfully developed

Continue to grow our income through partnering with local businesses, running corporate events and establishing initiatives for mutual benefit

Continue to develop our digital marketing strategy

Having invested in a Digital Marketing Apprentice in 2019 we have been able to expand our social media presence and reach more stakeholders

We will continue to develop this area of work, reviewing the impact of initiatives that we have put in place and implementing new digital methods of reaching and supporting our clients and professionals. This will include implementation of an AI chatbot on our website

## General

### What we said we would do

### What we did

### What we will do next

We will complete our telephony project, improving the system for all

We rolled out the Xelion telephony system enabling teams to answer and make calls from any location

We will continue to be mindful of new digital solutions to increase efficiency

We will move from our IT outsourced provision to a cloud-based provider

We transferred to our new IT provider in June 2021, transitioning the organisation to a fully cloud based office 365 model

Continue to monitor usage of 365 and ensuring all teams can utilise what this can offer by identifying training when required

We will carry out a full review of our environment policy, ensuring that it contains actions which are impactful and minimise our environmental impact & carbon footprint

Our policy was refreshed in January 2022 and now contains more specific actions and measurement requirements

We are an active member of the Lancashire Social Value Network and will continue to seek opportunities to improve our social value and to minimise our environmental impact

# Our Future Plans

## Operations

- We will increase our customer reach:
- by consulting with different communities and by reducing the digital divide for older people
- We will develop an Elective Recovery model
- We will measure customer diversity more stringently to ensure our services meet the needs of our population across Lancashire
- We will reshape our customer feedback and measure impact through a variety of tools
- We will devise an internal reporting template that will enable all services to monitor performance on one document
- We will increase our support for those living with Dementia and their carers', increasing MCST and CST offer across Lancashire
- We will monitor closely themes coming through our customer service 0300 telephone line
- We will rebrand our information and advice services - Core Services

## Business Development

- As part of our new 3-year Business Development Strategy we will build our unrestricted income by investing in new shops and in our individual giving strategy.
- We will research and identify the needs of local older people.
- We will start to connect meaningfully with the ICS and influence commissioning.
- We will continue to grow our corporate income and nurture our partnerships.
- We will expand our external training offer, particularly through our increasingly popular Retirement Planning workshops.
- We will create a new organisational case for support and develop the storytelling culture in the charity

- We will develop our will writing surgeries.
- We will continue to increase our social media reach and raise our profile.

## People

- We will build awareness of our surveys and increase the response rate across all areas
- We will formalise our hybrid working approach to include at home DSE and Risk Assessments
- We will review our 'Compressed & Flexible' working options to ensure they are as accessible as possible.
- As part of the 3rd year of the R&R strategy we will consider the external environment including cost of living challenges, we will review our benefits package including options such as salary exchange pensions and carers leave.
- We will deliver and launch the core modules of UKG ensuring that insights are being drawn to drive change across the business.
- We will establish an Diversity, Equity & Inclusivity working group to support the development of a D,E & I strategy, review our policies and procedures and to considers how we can improve the equity within AUKL.
- Complete a full audit of our volunteers across all services with the aim of holding an accurate register and information within UKG.

## Finance

- We will continue to develop our Jet reporting taking account of the needs of different internal and external stakeholders.
- We will develop a new cashflow model to ensure that we have increased oversight of our longer-term cash position.
- We will establish new Investments for our surplus cash and introduce software to facilitate our cash management and to maximise our FSCS protections.
- We will carry out a system process review, ensuring that our processes are streamlined, fit for purpose and making the best use of available technologies

- Develop a 3-year finance strategy.
- Develop our internal audit relationship and scope.
- Improve our budget setting processes, increasing ownerships across our teams and ensuring accurate budgets are established.
- Consider financial apprentices.

## Our Governance

### Structure, Governance, Management & Administration

#### Statement of Trustees Responsibilities

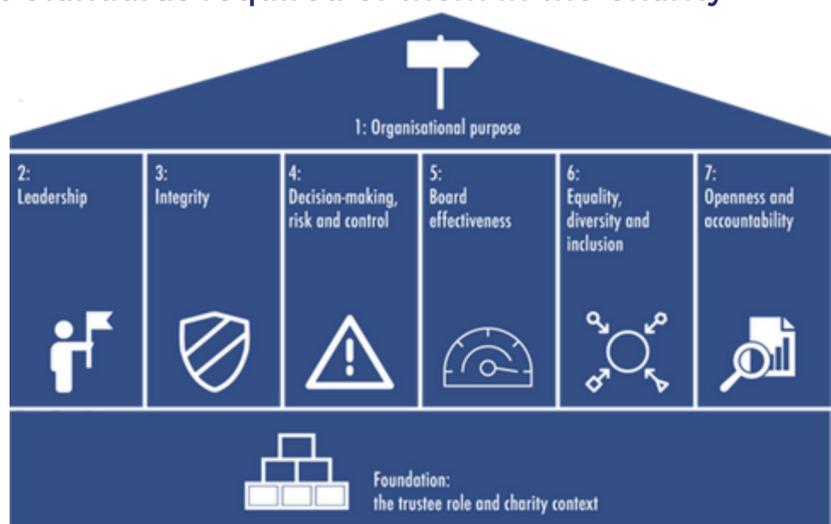
The Trustees are required under the constitution of the charity to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of its results for that period.

In preparing those statements, the Trustee have to;

- Select suitable accounting policies and apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements
- Prepare the financial statements on a “going concern” basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and also for taking reasonable steps for the prevention and detection of fraud and irregularities.

All Trustees are committed to the standards required of them in the Charity Governance Code.



We reported in our 20-21 Annual Report the findings of our governance audit. We continue to work on the action plan developed from this audit and have no concerns to note.

## Board Structure & Governance

Age UK Lancashire is an incorporated charity, a company limited by guarantee, registered with the Charity Commission and governed by its Memorandum and Articles of Association.

### Governance

We are governed via a robust schedule of structured meetings.



The Chair & CEO meeting on a regular basis to provide update information and oversight of the charity and its work.

All colleagues can attend our board meetings as observers. Although we don't have a huge uptake of this by our staff, those who do attend have found it interesting and have reported back to their peers following their attendance.

We regularly carry out skills audits to ensure that we have the right skills balance for the organisation and recognise that our needs will change over time.

Decisions taken outside of regular scheduled meetings are minuted and reported at the next Board meeting. We use OnBoard software for our Board management. This keeps our information secure and minimises the requirement to send confidential information via email.

## Trustee Recruitment, Induction & Appraisal

Trustee recruitment is overseen by our Nominations Committee, which was introduced as a new committee during the year in October 2021.

New Trustees are recruited based on our needs and any gaps in skills that have been identified and which would be of benefit to the charity. Suitable people are identified from within our own networks, direct approaches and advertised when needed.

We have identified the following as a recruitment process for new Trustees, which meets our needs as a charity and of individuals wishing to become Trustees.



## Management

Day to day management of the charity is delegated to the Chief Executive who leads the Senior Management Team. The CEO reports directly to the Board of Trustees, providing regular and timely reports and papers to keep them informed on an ongoing basis and to prepare them for Committee & Board meetings.

A schedule of meetings is maintained which includes a schedule for regular reports such as safeguarding, health & safety, information governance, complaints, finance, performance & quality and general policy and organisational updates as well as themed reports covering regular topics and issues.

We have regular General Management Team (GMT) meetings, which involves managers at all levels across the organisation in planning and reviewing our work, as well as to ensure a cascade of information from Senior Managers.

GMT meetings are usually held on a quarterly basis. We also have a monthly briefing call with GMT members, providing an opportunity to more regular updates and engagement between managers & senior managers. From this briefing, the CEO does an update video for all colleagues, which is made available to all via Workplace, our communication tool.

## Internal Controls & Quality Standards

The Board of Trustees is responsible for the financial controls within the charity and for safeguarding the physical and information assets. Financial procedures are developed, reviewed and revised in line with ISO9001:2015 Quality Management Standards.

A CRM system and financial management system are maintained to capture and report on the performance of the charity and to ensure that the Board of Trustees receive accurate and timely management information. We introduced a balanced scorecard in 2019, which adds to the suite of information provided to the Trustees. The scorecard reporting has been updated to reflect our new 2022-2025 strategy.

Policies and procedures are reviewed and revised in line with our audit schedule. Key policies are approved by the Board of Trustees with all others updated & approved by Senior Management, with Trustee oversight. All managers are notified of changes to policies, procedures and other documents. Changes are cascaded to staff and volunteers and all staff have access to the online manual.

Age UK Lancashire are pleased to have retained and/or received the following quality standards in the year as follows:





# Administrative Information

## Trustees

Victoria Buyer (Chair)

Catherine Wilkinson (Treasurer)

Rimpy Batta

Sue Ferm

Paul Faulkner (resigned 08.09.2022)

Clare Barlow

Jean-Bruno Villette

Adil Patel

Julie Gonda (appointed 02.11.21)

Tony Pounder (appointed 08.09.22)

Miles Lloyd (resigned 12.12.21)

Mark Blanchard (resigned 01.06.21)

## Co-opted Members

Zoe Fleming

## Chief Executive

Teri Stephenson

## Senior Management Team

Alison Read – Director of Partnerships & Growth

Donna Studholme – Operations Director

Cheryl Speak – Director of People & Organisational Development

Cath Molyneux – appointed as Finance Director 30.03.22

Joanne Anderson – Director of Finance from 25.1.21 retired 31.03.22

## **Principal Charity Office**

Wellbeing Centre  
Moorgate  
Ormskirk  
L39 4RY

**Registered Charity Number:**  
1142294

**Registered Charity Number:**  
072000267

## **Auditors**

Beever Struthers  
Suite 9b The Beehive  
Lions Drive  
Shadworth Business Park  
Blackburn  
BB1 1TS

## **Bankers**

Lloyds  
Merchant Court  
2-12 Lord Street  
Liverpool  
L2 1TS

This report was approved by the Trustees on 17th November and signed on their behalf by Catherine Wilkinson (Treasurer).

# AGE UK LANCASHIRE

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF AGE UK LANCASHIRE FOR THE YEAR ENDED 31 MARCH 2022

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### Opinion

We have audited the financial statements of Age UK Lancashire "the charitable company" for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Charity Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and the related notes on pages 77 to 87. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2022 and of the group's and charities incoming resources and application of resources, including their 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 charitable company 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 to you 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 UK LANCASHIRE

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF AGE UK LANCASHIRE FOR THE YEAR ENDED 31 MARCH 2022

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### Other information

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

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

We have nothing to report in this regard.

### Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit (which includes the directors report prepared for the purposes of company law);

- the information given in the Trustees' Report (which includes the directors report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report (included within the Trustees' Report) has been prepared in accordance with applicable legal requirements.

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

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

# AGE UK LANCASHIRE

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF AGE UK LANCASHIRE FOR THE YEAR ENDED 31 MARCH 2022

- 
- certain disclosures of trustees' remuneration specified by law are not made; or
  - we have not received all the information and explanations we require for our audit.

### **Responsibilities of directors**

As explained more fully in the Statement of Trustees' Responsibilities set out on page 62, 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.

### **Auditor's 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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of laws and regulations that affect the charity, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the UK Charities Act, tax legislation, licensing regulations, and occupational health and employment legislation.

We enquired of the Trustees, reviewed correspondence with HMRC and reviewed trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees

We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.

## AGE UK LANCASHIRE

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES OF AGE UK LANCASHIRE FOR THE YEAR ENDED 31 MARCH 2022

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The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: misappropriation of cash and other assets.

We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.

We enquired of the Trustees about actual and potential litigation and claims.

We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.

In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site 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 charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



**Suzanne Lomax BA FCA (Senior Statutory Auditor)**

**For and on behalf of Beever and Struthers**

**Date: 05 December 2022**

Chartered Accountants and Statutory Auditors  
Suite 9b The Beehive  
Lions Drive  
Shadsworth Business Park  
Blackburn  
BB1 2QS

## AGE UK LANCASHIRE

### CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds	Restricted Funds	Endowment Funds	2022 Total	2021 Total
		£	£	£	£	£
<b>INCOME FROM:</b>						
<i>Donations &amp; legacies</i>						
Donations		68,240	22,865	-	91,105	53,941
Legacies		9,648	120,000	-	129,648	2,000
Grants		117,703	60,906	-	178,609	284,650
<i>Other trading activities</i>						
Shop income		720,252	-	-	720,252	253,215
Other income		127,453	-	-	127,453	352,726
<i>Charitable activities</i>						
Provision of services		2,792,373	144,692	-	2,937,065	3,153,429
<b>Total income</b>	2	<u>3,835,669</u>	<u>348,463</u>	<u>-</u>	<u>4,184,132</u>	<u>4,099,961</u>
<b>EXPENDITURE ON:</b>						
<i>Raising funds</i>						
Shop operating costs	3	702,403	-	-	702,403	573,838
Fundraising		3,244	-	-	3,244	407
<i>Charitable activities</i>						
Provision of services	4	3,069,332	268,404	2,628	3,340,364	3,185,923
<i>Other expenditure</i>						
		-	-	-	-	-
<b>Total expenditure</b>		<u>3,774,979</u>	<u>268,404</u>	<u>2,628</u>	<u>4,046,011</u>	<u>3,760,168</u>
<b>Net income/(expenditure)</b>	7	<u>60,690</u>	<u>80,059</u>	<u>(2,628)</u>	<u>138,121</u>	<u>339,793</u>
<b>Gross transfers between funds</b>	17, 18	<u>(17,655)</u>	<u>17,655</u>	<u>-</u>	<u>-</u>	<u>-</u>
Gains on revaluation of Fixed Assets		-	-	-	-	107,406
<b>Net movement in funds</b>		<u>43,034</u>	<u>97,714</u>	<u>(2,628)</u>	<u>138,120</u>	<u>447,199</u>
<b>Reconciliation of funds</b>						
Total funds brought forward	17, 18	982,368	35,451	281,406	1,299,225	852,026
<b>Total funds carried forward</b>	17, 18	<u>1,025,402</u>	<u>133,165</u>	<u>278,778</u>	<u>1,437,345</u>	<u>1,299,225</u>

All incoming resources and resources expended derive from continuing activities

The notes on pages 77 to 87 form part of these accounts

## AGE UK LANCASHIRE

### STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds	Restricted Funds	Endowment Funds	2022 Total	2021 Total
		£	£	£	£	£
<b>INCOME FROM:</b>						
<i>Donations &amp; legacies</i>						
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<b>EXPENDITURE ON:</b>						
<i>Raising funds</i>						
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Fundraising		3,244	-	-	3,244	407
<i>Charitable activities</i>						
Provision of services	4	3,069,332	268,404	2,628	3,340,364	3,185,923
<b>Total expenditure</b>		<u>3,774,979</u>	<u>268,404</u>	<u>2,628</u>	<u>4,046,011</u>	<u>3,760,168</u>
<b>Net income/(expenditure)</b>	7	<u>60,690</u>	<u>80,059</u>	<u>(2,628)</u>	<u>138,121</u>	<u>339,793</u>
<b>Gross transfers between funds</b>						
Gains/(losses) on revaluation of Fixed Assets	17, 18	(17,655)	17,655	-	-	-
		-	-	-	-	107,406
<b>Net movement in funds</b>		<u>43,034</u>	<u>97,714</u>	<u>(2,628)</u>	<u>138,120</u>	<u>447,199</u>
<b>Reconciliation of funds</b>						
Total funds brought forward	17, 18	982,368	35,451	281,406	1,299,225	852,026
<b>Total funds carried forward</b>	17, 18	<u>1,025,402</u>	<u>133,165</u>	<u>278,778</u>	<u>1,437,345</u>	<u>1,299,225</u>

All incoming resources and resources expended derive from continuing activities

The notes on pages 77 to 87 form part of these accounts

# AGE UK LANCASHIRE

## BALANCE SHEETS AS AT 31 MARCH 2022

	Note	Group 2022	Group 2021	Charity 2022	Charity 2021
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	11	374,524	344,923	374,524	344,923
Investments	12	-	-	100	100
Investment in Joint venture	12	6	6	6	6
		<u>374,530</u>	<u>344,929</u>	<u>374,630</u>	<u>345,029</u>
<b>Current Assets</b>					
Stocks	13	82,723	73,125	82,723	73,125
Debtors	14	592,696	240,457	594,327	279,914
Cash at bank and in hand		1,277,991	1,126,013	1,276,260	1,086,168
		<u>1,953,409</u>	<u>1,439,595</u>	<u>1,953,309</u>	<u>1,439,207</u>
<b>Creditors</b>					
Amounts falling due within one year	15	(890,595)	(485,299)	(890,595)	(485,011)
<b>Net Current Assets</b>		<u>1,062,814</u>	<u>954,296</u>	<u>1,062,714</u>	<u>954,196</u>
<b>Net Assets</b>		<u><u>1,437,345</u></u>	<u><u>1,299,225</u></u>	<u><u>1,437,345</u></u>	<u><u>1,299,225</u></u>
<b>Capital and Reserves</b>					
Unrestricted funds					
- General funds	17	1,025,402	907,368	1,025,402	907,368
- Designated funds	17	-	75,000	-	75,000
		<u>1,025,402</u>	<u>982,368</u>	<u>1,025,402</u>	<u>982,368</u>
Restricted funds					
- Endowment fund	18	172,000	174,000	172,000	174,000
- Revaluation reserve- endowment fund	18	106,778	107,406	106,778	107,406
- Other Restricted funds	18	133,165	35,451	133,165	35,451
		<u>411,943</u>	<u>316,857</u>	<u>411,943</u>	<u>316,857</u>
		<u><u>1,437,345</u></u>	<u><u>1,299,225</u></u>	<u><u>1,437,345</u></u>	<u><u>1,299,225</u></u>

Approved by the Trustees and authorised for issue on 24/11/2022

  
Catherine Wilkinson  
Trustee

Company Number 07200267

The notes on pages 77 to 87 form part of these accounts

## AGE UK LANCASHIRE

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

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	Note	Group 2022 £	Group 2021 £
<b>Cash flows from operating activities:</b>			
Net cash provided by operating activities	23	198,740	443,695
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(46,761)	(8,391)
<b>Net cash used in investing activities</b>		<b>(46,761)</b>	<b>(8,391)</b>
<b>Change in cash and cash equivalents in the reporting period</b>		<b>151,979</b>	<b>435,304</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>1,126,013</b>	<b>690,709</b>
<b>Cash and cash equivalents at the end of the reporting period</b>	24	<b>1,277,992</b>	<b>1,126,013</b>

## AGE UK LANCASHIRE

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

---

#### 1 Principal accounting policies

##### a. Basis of accounting

These financial statements have been prepared in accordance with the 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 October 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared in sterling which is the functional currency of the entity.

Age UK Lancashire 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 account policy note.

##### b. Going Concern Considerations

The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### c. Basis of Consolidation

The Consolidated accounts of the Group include the financial statements of the Charity and its subsidiary undertaking for the year ended 31 March 2022. The subsidiary undertaking was dormant in the current and prior year.

##### d. Investments in Joint Ventures

Investments in joint ventures are accounted for under the equity method of accounting, with the Group's share of net income or net expenditure being recognised in the Statement of Financial Activities and the net carrying amount shown on the balance sheet.

##### e. Investments

Fixed asset investments are stated at cost less any provision for impairment.

##### f. Income

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

##### g. Grants

Income from government and other grants, whether 'capital' grants or 'reserve' 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 not deferred. Grants includes furlough grant income received during the year.

##### h. Donations and legacies, and other forms of voluntary income

Donations and legacies and other forms of voluntary income are recognised in full in the Statements of Financial Activities when the receipt of income is considered probable and the amount receivable can be measured with sufficient reliability.

##### i. Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

Costs of raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs than can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the Statements of Financial Activities on a basis designed to reflect the use of the resource.

Support costs are apportioned on an appropriate basis, by the time central staff have spent on the relevant income streams.

Governance costs, included within support costs, include those costs associated with meeting the constitutional and statutory requirements of the Charity and include audit fees and costs linked to the strategic management of the Charity.

Other expenditure represents those items not falling into any other heading.

Staff costs are allocated to activities on the basis of staff time spent on those activities.

##### j. Restricted Funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of support costs.

##### k. Endowment Funds

Endowment funds are included within restricted funds and relate to permanent endowments. Expenditure is allocated to the fund when incurred in the administration or protection of the property of the endowment.

##### l. Unrestricted funds

Unrestricted funds are donations and other income received or generated for the objects of the Charity without further specified purpose and are available as general funds.

##### m. Designated funds

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

# AGE UK LANCASHIRE

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

### 1 Principal accounting policies (continued)

#### n. Depreciation

Fixed assets (excluding investments) are stated at revaluation value less accumulated depreciation. Depreciation of fixed assets is charged by annual instalments commencing with the year of acquisition at rates estimated to write off their cost less any residual value over the expected useful lives, which are as follows:

Freehold Land & Buildings	2% Straight-line method
Improvements to Buildings	2% Straight-line method
Office & Computer Equipment	20-33% Straight-line method
Fixtures & Fittings	16.67-20% Straight-line method
Motor vehicles	5-25% Reducing balance method

Included within land and buildings is land totalling £150,000 which is not depreciated.

The capitalisation within the charity is for items purchased over £1,000 and of capital in nature to be capitalised.

#### o. Stocks and work in progress

Purchased stock is valued at the lower of cost and net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items in an open market value.

#### p. Leases

Rentals paid under operating leases are charged to income as incurred.

#### q. Pensions

The Charity operates a defined contribution pension scheme and makes contributions under auto-enrolment requirements. Contributions payable for the year are charged in the Statements of Financial Activities.

#### r. 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.

#### s. Taxation

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable activities.

#### t. Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

#### Significant judgements

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

- Determination of whether there are indicators of impairment of the company's tangible fixed assets. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset.
- Determination of whether leases entered into by the company as lessee are operating or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

#### Key sources of estimation uncertainty

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

- Donated items of stock are measured at fair value, using historical data to estimate the likely amount of income that will result from their subsequent sale.
- Determination of recoverability of trade debtors. A specific provision is made against certain debts where in the opinion of the trustees the debt is not fully recoverable.
- The requirement of any dilapidations provision within the financial statements.
- Valuation of legacy income accrued at year end is a best estimate based on the most likely outcome

#### u. Legal status of Charity

The Charity is a company limited by guarantee and has no share capital. 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.

#### v. Materiality

The majority of figures in this document have been rounded to the nearest £1. This means that there may be very minor inconsistencies between tables and notes, due to rounding adjustments.

### 2 Income

Donations totalled £91,105 (2021: £53,941) including restricted donations of £22,865 (2021: £10,000). Legacy income totalled £129,648 in the year (2021: £2,000).

Other income totalled £127,453 (2021: £369,155) including £NIL insurance income (2021: £87,397), £68,695 donations from Age UK (2021: £68,695) and £7,471 from furlough income (2021: £142,092).

## AGE UK LANCASHIRE

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

3 Expenditure on Raising Funds	2022		
	Shop Operating Costs £	Fundraising £	2022 Total £
<b>Direct Costs</b>			
Salaries, NI and pensions	335,241	-	335,241
Premises Costs	168,411	-	168,411
Other costs	44,104	3,244	47,348
Administration costs	22,368	-	22,368
	<u>570,124</u>	<u>3,244</u>	<u>573,368</u>
<b>Support Costs allocated to Raising Funds</b>			
Support Costs (see note 6)	132,279	-	132,279
<b>Total Support Costs</b>	<u>132,279</u>	<u>-</u>	<u>132,279</u>
<b>Total Costs for Group in year to 2022</b>	<u>702,403</u>	<u>3,244</u>	<u>705,647</u>
<b>Total Costs for Charity in year to 2022</b>	<u>702,403</u>	<u>3,244</u>	<u>705,647</u>

	2021		
	Shop Operating Costs £	Fundraising £	2021 Total £
<b>Direct Costs</b>			
Salaries, NI and pensions	249,955	-	249,955
Premises Costs	140,483	-	140,483
Other costs	40,747	407	41,154
Administration costs	16,423	-	16,423
	<u>447,608</u>	<u>407</u>	<u>448,015</u>
<b>Support Costs allocated to Raising Funds</b>			
Support Costs (see note 6)	126,230	-	126,230
<b>Total Support Costs</b>	<u>126,230</u>	<u>-</u>	<u>126,230</u>
<b>Total Costs for Group in year to 2021</b>	<u>573,838</u>	<u>407</u>	<u>574,245</u>
<b>Total Costs for Charity in year to 2021</b>	<u>573,838</u>	<u>407</u>	<u>574,245</u>

4 Expenditure on Charitable Activities	2022		2021	
	Provision of Services £	Provision of Services £	Provision of Services £	Provision of Services £
<b>Direct Costs</b>				
Salaries, NI and Pensions	2,746,156	2,646,474		
Other employment costs	20,067	8,089		
Premises costs	87,575	76,228		
Minibus and travel	98,608	80,124		
Communication	45,235	5,295		
Legal and professional fees	1,809	18,248		
Day care consumables	27,605	5,697		
Repairs and renewals	41,479	66,062		
Printing, postage and publicity	18,917	11,208		
Maintenance contracts and subscriptions	8,127	4,413		
Volunteer expenses	5,524	2,769		
Leasing costs	2,501	2,416		
Room Hire	7,988	2,548		
Marketing costs	924	1,668		
Activities	583	194		
Sundries and cleaning	13,994	4,477		
Consultancy fees	10,800	-		
Bank charges	-	(139)		
Other costs (including depreciation)	17,551	11,559		
	<u>3,155,444</u>	<u>2,947,330</u>		
<b>Support Costs allocated to Charitable Activities</b>				
Support Costs (see note 6)	169,229	223,904		
Governance costs	15,691	14,689		
<b>Total Support Costs</b>	<u>184,920</u>	<u>238,593</u>		
<b>Total Costs for Charity &amp; Group</b>	<u>3,340,364</u>	<u>3,185,923</u>		

## AGE UK LANCASHIRE

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

5 **Trading cost of subsidiary**  
In the year to 31 March 2022 the operating costs of the trading subsidiary amounting to £nil (2021: £NIL) comprised wholly of unrestricted expenditure. The subsidiary was dormant in the current and prior year.

6 <b>Analysis of Support Costs</b>	Basis of apportionment	2022	2021
		Total £	Total £
Other Employment costs	Allocated on time spent on each income stream	34,662	82,311
Minibus and Travel	Allocated on time spent on each income stream	2,066	1,247
Communication	Allocated on time spent on each income stream	168,895	104,230
Legal and professional fees	Allocated on time spent on each income stream	27,846	35,976
Repairs and renewals	Allocated on time spent on each income stream	15,912	9,318
Printing charges	Allocated on time spent on each income stream	8,312	17,070
Maintenance	Allocated on time spent on each income stream	4,870	21,489
Volunteer expenses	Allocated on time spent on each income stream	1,752	2,299
Leasing costs	Allocated on time spent on each income stream	216	222
Room Hire	Allocated on time spent on each income stream	879	111
Marketing costs	Allocated on time spent on each income stream	20,750	10,663
Sundries and cleaning	Allocated on time spent on each income stream	1,933	1,467
Depreciation	Allocated on time spent on each income stream	1,907	16,013
Bank charges	Allocated on time spent on each income stream	7,067	4,499
Bad debt	Allocated on time spent on each income stream	3,750	2,660
Shared premises	Allocated on time spent on each income stream	501	2,056
Other costs	Allocated on time spent on each income stream	189	38,503
		<b>301,508</b>	<b>350,134</b>

7 <b>Income / (Expenditure)</b>	2022	2021
The net income / (expenditure) is stated after charging/(crediting):	£	£
Operating leases	146,879	155,676
Depreciation	15,700	16,013

#### 8 **Auditors' remuneration**

Total resources expended includes Auditors' remuneration for audit services and other services. The amounts shown include non-recoverable VAT.

	2022	2021
<b>Audit services</b>	£	£
Charity	11,100	10,700
	<b>11,100</b>	<b>10,700</b>

#### 9 **Information regarding employees and trustees**

	2022	2021
Average number of employees in the period		
- Full time employees	41	43
- Part time employees	183	168
Average number of employees	<b>224</b>	<b>211</b>
Full time equivalent number of employees	<b>132</b>	<b>127</b>
Staff costs comprise:	£	£
- Wages and salaries	2,856,908	2,642,962
- Redundancy costs	18,614	30,755
- Social security costs	158,401	130,320
- Pension contributions	53,534	50,247
	<b>3,087,457</b>	<b>2,854,284</b>

During the year there were redundancy payments which amounted to £18,614 (2021:£47,792). These amounts were all paid prior to 31 May 2022

The number of employees whose employee benefits (excluding employer pension contributions) exceeded £60,000 was:

	2022	2021
	No.	No.
£60,001 - £70,000	1	1

There was no remuneration paid to Trustees, who are all volunteers. Trustees' expenses reimbursed amounted to £NIL (2021: £571).

Key management personnel of the Charity comprised the Trustees, the Chief Executive Officer, the Finance Director, the Operations Director and the Business Development and Growth Director. The total employee benefits of the key management personnel of the Charity were £254,846 (2021: £309,907), in addition employer pension contribution of £12,210 (2021: £12,425) were paid in respect of their services, and redundancy pay of £nil (2021: £nil).

## AGE UK LANCASHIRE

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

#### 10 Pension costs

The group operates defined contribution pension schemes and makes contributions under auto-enrolment requirements. The assets of the schemes are held separately from those of the group in independently administered funds. The pension cost charge represents the contributions payable by the group to the funds. The charge for the year is £53,534 (2021: £50,240 ).

#### 11 Tangible fixed assets - Group and company

	Land & Buildings £	Improvements to Buildings £	Office Equipment £	Fixtures & Fittings £	Motor Vehicles £	Total £
<b>Cost/Valuation</b>						
Balance at 1 April 2021	281,406	128,080	29,351	25,210	8,000	472,047
Additions	-	-	37,261	-	9,500	46,761
Disposals	-	-	-	(1,780)	-	(1,780)
Balance at 31 March 2022	<u>281,406</u>	<u>128,080</u>	<u>66,612</u>	<u>23,430</u>	<u>17,500</u>	<u>517,028</u>
<b>Depreciation</b>						
Balance at 1 April 2021	-	94,486	22,227	5,161	5,250	127,124
Charge for the period	2,628	715	6,341	4,266	1,750	15,700
Disposals	-	-	-	(321)	-	(321)
Balance at 31 March 2022	<u>2,628</u>	<u>95,201</u>	<u>28,568</u>	<u>9,107</u>	<u>7,000</u>	<u>142,504</u>
31 March 2022	<u>278,778</u>	<u>32,879</u>	<u>38,044</u>	<u>14,323</u>	<u>10,500</u>	<u>374,524</u>
31 March 2021	<u>281,406</u>	<u>33,594</u>	<u>7,124</u>	<u>20,049</u>	<u>2,750</u>	<u>344,923</u>

The Charities property was revalued at £315,000 on 23 June 2021, which the trustees deemed representative of the value at the year end. The revaluation was undertaken by Gregory Brent Forbes MRICS, Partner of Petty and a Chartered Surveyor with over 25 years experience. Gregory Forbes is a RICS registered valuer (registration number 0068222).

In respect of the revalued land and buildings, the aggregate cost, depreciation and comparable carrying amount that would be recognised if the assets had been carried under the historical cost model are as followed:

	Land & Buildings £
<b>As at 31 March 2022</b>	
Aggregate cost	200,000
aggregate depreciation	<u>(28,000)</u>
<b>Carrying Value</b>	<u>172,000</u>

Included within land and buildings of both the group and the charity is land totalling £150,000 which is not depreciated.

#### 12 Fixed asset investment - Charity

	2022 £	2021 £
Shares in Age UK Lancashire Trading Ltd - at cost	100	100
Investment in Joint Venture - CIC at cost	6	6
<b>Cost and Net Book Value at 31 March 2022 and 2021</b>	<u>106</u>	<u>106</u>

The Charity holds the whole of the issued share capital of Age UK Lancashire Trading Ltd (company number: 06430170), a company registered in England and Wales. Its principal activity is arranging insurance.

A summary of the trading results of Age UK Lancashire Trading Limited is shown in note 5. The aggregate of assets, liabilities and reserves is:

	2022 £	2021 £
Assets	1,731	39,845
Liabilities	<u>(1,631)</u>	<u>(39,745)</u>
Total reserves (including £100 share capital)	<u>100</u>	<u>100</u>

The Charity holds 50% of the issued share capital of Age UK Greater Lancashire CIC, a company registered in England and Wales. Its principal activity is the delivery of contracts and services across the whole of the county of Lancashire.

#### Fixed asset investment - Group

	2022 £	2021 £
Investment in Joint Venture - CIC at cost	6	6
<b>Cost and Net Book Value at 31 March 2022 and 2021</b>	<u>6</u>	<u>6</u>

## AGE UK LANCASHIRE

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

<b>13</b>	<b>Stocks - Group and Charity</b>			<b>2022</b>	<b>2021</b>	
				<b>£</b>	<b>£</b>	
	Goods for resale			<u>82,723</u>	<u>73,125</u>	
<b>14</b>	<b>Debtors</b>	<b>Group</b>	<b>Group</b>	<b>Charity</b>	<b>Charity</b>	
		<b>2022</b>	<b>2021</b>	<b>2022</b>	<b>2021</b>	
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
	Trade debtors	331,817	66,126	331,817	66,126	
	Prepayments and accrued income	252,326	146,962	252,326	146,962	
	Amount due from subsidiary undertakings	-	-	1,632	39,457	
	Other debtors	8,552	27,369	8,552	27,369	
		<u>592,696</u>	<u>240,457</u>	<u>594,327</u>	<u>279,914</u>	
<b>15</b>	<b>Creditors: Amounts falling due within one year</b>	<b>Group</b>	<b>Group</b>	<b>Charity</b>	<b>Charity</b>	
		<b>2022</b>	<b>2021</b>	<b>2022</b>	<b>2021</b>	
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
	Trade creditors	52,678	74,277	52,678	73,989	
	Accruals and deferred income	196,676	164,404	196,676	164,404	
	Payments received on account for contracts or performance related grants	628,632	246,618	628,632	246,618	
	Taxation and social security	12,609	-	12,609	-	
	Other creditors	-	-	-	-	
		<u>890,595</u>	<u>485,299</u>	<u>890,595</u>	<u>485,011</u>	
<b>16</b>	<b>Payments received on account for contracts or performance related grants</b>					
	Payments received on account for contracts or performance related grants comprises of funds received in advance for expenditure to take place in the following accounting period.					
					<b>Group &amp; Charity</b>	
					<b>£</b>	
	Balance at 1 April 2021				246,618	
	Amount released to incoming resources				(246,618)	
	Amount deferred in period				628,632	
	Balance at 31 March 2022				<u>628,632</u>	
<b>17</b>	<b>Unrestricted funds - GROUP &amp; CHARITY</b>	<b>1 April 2021</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Transfers</b>	<b>31 March 2022</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
	<b>Designated funds</b>					
	Covid-19 Legal Costs Reserve	75,000	-	-	(75,000)	-
	<b>Undesignated funds</b>	907,368	3,835,669	(3,774,980)	57,345	1,025,402
	<b>Charity</b>	<u>982,368</u>	<u>3,835,669</u>	<u>(3,774,980)</u>	<u>(17,655)</u>	<u>1,025,402</u>
		<b>1 April 2020</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Transfers</b>	<b>31 March 2021</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
	<b>Designated funds</b>					
	Covid-19 Legal Costs Reserve	75,000	-	-	-	75,000
	<b>Undesignated funds</b>	583,732	3,705,996	(3,382,353)	(7)	907,368
	<b>Charity</b>	<u>658,732</u>	<u>3,705,996</u>	<u>(3,382,353)</u>	<u>(7)</u>	<u>982,368</u>

## AGE UK LANCASHIRE

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

#### 18 Restricted Funds

Description of Fund	1 April 2021 £	Incoming £	Outgoing £	Transfers/ Revaluation* £	31 March 2022 £
Building Better Opportunities: Age of Opportunity	-	59,497	(83,435)	23,939	-
Community Foundation - Digital Inclusion	-	2,500	(2,500)	-	-
Arnold Clark Community Fund	-	1,000	(1,000)	-	-
Preston Council	-	5,000	(5,000)	-	-
Armed Forces Covenant Trust: Removing Barriers	-	45,814	(45,814)	-	-
Armed Forces Covenant Trust: Force For Change	-	15,487	(15,487)	-	-
WO Street Foundation	-	10,000	(10,000)	-	-
Cumberland Building Society - Retirement planning	4,167	-	(4,167)	-	-
B&Q Foundation - Ormskirk Premises	3,800	-	-	(3,800)	-
Eric Wright Trust	25,000	-	(25,000)	-	-
Post Code Lottery Garden Fund	2,484	-	-	(2,484)	-
Lancashire Community Foundation	-	10,000	(10,000)	-	-
M Bones Legacy	-	120,000	-	-	120,000
Tackling Inequalities	-	6,000	(6,000)	-	-
Dementia MCST - Age UK	-	15,000	(15,000)	-	-
Dementia MCST - West Lancs CCG	-	15,000	(15,000)	-	-
Garfield Weston	-	30,000	(30,000)	-	-
Emergency Winter Fund	-	1,300	-	-	1,300
ELMS	-	11,865	-	-	11,865
	<u>35,451</u>	<u>348,463</u>	<u>(268,404)</u>	<u>17,655</u>	<u>133,165</u>
Endowment Fund	174,000	-	(2,000)	-	172,000
Revaluation reserve - Endowment fund	107,406	-	(628)	-	106,778
<b>Restricted funds - Charity and Group</b>	<u><b>316,857</b></u>	<u><b>348,463</b></u>	<u><b>(271,032)</b></u>	<u><b>17,655</b></u>	<u><b>411,943</b></u>
Investment in Joint Venture	-	-	-	-	-
<b>Restricted funds - Group</b>	<u><b>316,857</b></u>	<u><b>348,463</b></u>	<u><b>(271,032)</b></u>	<u><b>17,655</b></u>	<u><b>411,943</b></u>

#### Restricted Funds Explained :

Building Better Opportunities: Age of Opportunity	Funded by the European Social Fund and The National Lottery Community Fund to meet the needs of over 50s who would like to work but are unable to without additional skills or support
Lancashire Community Foundation	To set up our Digital Inclusion Project to support people excluded from the move to digital during the pandemic
Arnold Clark Community Fund	To support our Digital Inclusion project
Preston Council	To support digital inclusion of older people in the Preston area
Armed Forces Covenant Trust: Removing Barriers	Grant to provide support for Veterans and their families
Armed Forces Covenant Trust: Force For Change	Grant to provide support for Veterans and their families
WO Street Foundation	Grant to support the work of the charity during the pandemic
Cumberland Building Society - Retirement Planning Workshops	To deliver free Retirement Planning Workshops to adults in Preston and Lancaster
B&Q Foundation - Ormskirk Premises	Resources for Ormskirk centre
Eric Wright Trust	Provide information and advice to older people on a range of issues including benefits, health and welfare
Post Code Lottery Garden Fund	Provided for the Walton Lane Community Garden Project
Lancashire Community Foundation	0300 Service (Covid 19) to provide continued support on a helpline to offer support to vulnerable people
M Bones Legacy	To support older people in the Morecambe area
Tackling Inequalities	To provide exercise programmes for older people most at risk due to the effects of the pandemic lockdowns

## AGE UK LANCASHIRE

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

Dementia MCST - Age UK	To deliver Dementia MCST courses
Dementia MCST - West Lancs CCG	To deliver Dementia MCST courses
Garfield Weston	Grant to support the core work of the charity
Emergency Winter Fund	To purchase any emergency resources required for clients during the Winter period
ELMS	Grant to support the work of the charity in the East Lancs area

#### Restricted Funds 2021

Description of Fund	1 April 2020 £	Incoming £	Outgoing £	Transfers £	31 March 2021 £
Building Better Opportunities: Age of Opportunity	-	136,209	(145,783)	9,574	-
Lancashire Community Foundation	-	9,773	(9,773)	-	-
Fylde Coast CCGs: Covid Response Fund Grant	-	4,956	(4,956)	-	-
The Bay ICC	-	1,000	(1,000)	-	-
Centre for Discovery (Catalyst)	-	5,000	(5,000)	-	-
Removing Barriers	-	22,860	(22,860)	-	-
Art of Isolation	-	9,350	(9,350)	-	-
0300 Service (Covid 19)	-	5,000	(5,000)	-	-
Retirement Planning Workshops	-	10,000	(5,833)	-	4,167
Walton Lane SitC	-	2,000	(2,000)	-	-
Ormskirk Premises	-	5,000	(1,200)	-	3,800
WO Street Foundation	-	-	-	-	-
Armed Forced Covenant Trust	-	20,000	(20,000)	-	-
Eric Wright Grant	12,500	25,000	(12,500)	-	25,000
Winter Pressures	-	15,033	(7,776)	(7,257)	-
Peter Lathom - Ormskirk Kitchen	2,310	0	0	(2,310)	0
Post Code Garden Fund	2,484	0	0	0	2,484
	<u>17,294</u>	<u>393,965</u>	<u>(375,815)</u>	<u>7</u>	<u>35,451</u>
Endowment Fund	176,000	-	(2,000)	-	174,000
Revaluation reserve - Endowment fund	-	0	0	107,406	107,406
<b>Restricted funds - Charity and Group</b>	<b><u>193,294</u></b>	<b><u>393,965</u></b>	<b><u>(377,815)</u></b>	<b><u>107,413</u></b>	<b><u>316,857</u></b>
Investment in Joint Venture	-	-	-	-	-
<b>Restricted funds - Group</b>	<b><u>193,294</u></b>	<b><u>393,965</u></b>	<b><u>(377,815)</u></b>	<b><u>107,413</u></b>	<b><u>316,857</u></b>

#### 19 Analysis of Group net assets between funds

	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	Total 2022 £
<b>2022:</b>				
Tangible fixed assets	95,747	-	278,778	374,525
Investment in Joint venture	-	6	-	6
Current Assets	1,723,326	230,083	-	1,953,409
Current Liabilities	(793,671)	(96,924)	-	(890,595)
<b>2022 Total</b>	<b><u>1,025,402</u></b>	<b><u>133,165</u></b>	<b><u>278,778</u></b>	<b><u>1,437,345</u></b>
<b>2021:</b>				
Tangible fixed assets	63,517	-	281,406	344,923
Investment in Joint venture	-	6	-	6
Current Assets	1,207,217	232,660	-	1,439,877
Current Liabilities	(288,365)	(197,215)	-	(485,580)
<b>2021 Total</b>	<b><u>982,369</u></b>	<b><u>35,451</u></b>	<b><u>281,406</u></b>	<b><u>1,299,225</u></b>

## AGE UK LANCASHIRE

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

#### 20 Changes in resources available for charity use- Group

2022:	Unrestricted Funds		Restricted Funds		Total 2022 £
	Designated Funds £	Undesignated Funds £	Restricted Funds £	Endowment Funds £	
	Net movement in funds for the period	(75,000)	118,034	97,714	
Net decrease/(increase) in tangible assets	-	(32,230)	-	2,628	(29,602)
Net movement in funds available for future activities	<u>(75,000)</u>	<u>85,804</u>	<u>97,714</u>	<u>-</u>	<u>108,518</u>
2021:	Unrestricted Funds		Restricted Funds		Total 2021 £
	Designated Funds £	Undesignated Funds £	Restricted Funds £	Endowment Funds £	
	Net movement in funds for the period	-	323,636	18,157	
Net decrease/(increase) in tangible assets	-	5,622	-	(105,406)	(99,784)
Net movement in funds available for future activities	<u>-</u>	<u>329,258</u>	<u>18,157</u>	<u>-</u>	<u>347,415</u>

#### 21 Financial commitments and operating leases - Group and Charity

Capital expenditure contracted for but not provided for in the financial statements is as follows:

	2022 £	2021 £
Tangible assets	-	48,000

At 31 March the Charity had total future commitments under non-cancellable operating leases as set out below:

	Land & Buildings		Other Assets	
	2022 £	2021 £	2022 £	2021 £
Operating leases which expire:				
Within one year	115,162	105,797	3,686	16,586
Within two to five years	220,205	237,462	-	-
	<u>335,367</u>	<u>343,258</u>	<u>3,686</u>	<u>16,586</u>

#### 22 Guarantees

Each current member and any member who has resigned within the last twelve months agrees, in the event of the company being wound up, to contribute to any deficiency in assets a sum not exceeding £1.

#### 23 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group 2022 £	Group 2021 £
Net income for the reporting period (as per the statement of financial activities)	138,121	339,793
<b>Adjustments for:</b>		
Depreciation charges	15,701	16,013
Fixed asset - Loss on disposal	1,458	-
(Increase) / Decrease in stocks	(9,598)	12,614
(Increase)/Decrease in debtors	(352,245)	210,423
Increase/(decrease) in creditors	405,303	(135,148)
<b>Net cash provided by operating activities</b>	<u>198,740</u>	<u>443,695</u>

#### 24 Analysis of changes in net debt

	Group At 1 April 2021 £	Cash flows £	Group At 31 March 2022 £
Cash	1,126,013	151,978	1,277,991
<b>Total</b>	<u>1,126,013</u>	<u>151,978</u>	<u>1,277,991</u>

## AGE UK LANCASHIRE

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

25 Comparative Consolidated Statement of Financing Activities	Unrestricted Funds	Restricted Funds	Endowment Funds	2021 Total
<b>INCOME FROM:</b>				
<i>Donations &amp; legacies</i>				
Donations	43,941	10,000	-	53,941
Legacies	2,000	-	-	2,000
Grants	236,291	48,359	-	284,650
<i>Other trading activities</i>				
Shop income	253,215	-	-	253,215
Turnover of trading subsidiary	-	-	-	-
Other income	352,726	-	-	352,726
<i>Charitable activities</i>				
Provision of services	2,817,823	335,606	-	3,153,429
<b>Total income</b>	<u>3,705,996</u>	<u>393,965</u>	<u>-</u>	<u>4,099,961</u>
<b>EXPENDITURE ON:</b>				
<i>Raising funds</i>				
Shop operating costs	573,838	-	-	573,838
Fundraising	407	-	-	407
Trading cost of subsidiary	-	-	-	-
<i>Charitable activities</i>				
Provision of services	2,808,108	375,815	2,000	3,185,923
<i>Other expenditure</i>				
	-	-	-	-
<b>Total expenditure</b>	<u>3,382,353</u>	<u>375,815</u>	<u>2,000</u>	<u>3,760,168</u>
<b>Net income/(expenditure)</b>	323,643	18,150	(2,000)	339,793
Net income/(expenditure) pre exceptional items	323,643	18,150	(2,000)	339,793
Exceptional items	-	-	-	-
Net income/(expenditure) post exceptional items	323,643	18,150	(2,000)	339,793
<b>Gross transfers between funds</b>	(7)	7	-	-
<b>Gains/(losses) on revaluation of Fixed Assets</b>	-	-	107,406	107,406
<b>Net movement in funds</b>	323,636	18,157	105,406	447,199
<b>Reconciliation of funds</b>				
Total funds brought forward	658,732	17,294	176,000	852,026
<b>Total funds carried forward</b>	<u>982,368</u>	<u>35,451</u>	<u>281,406</u>	<u>1,299,225</u>

## AGE UK LANCASHIRE

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

#### 26 Comparative Charity Statement of Financing Activities

	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	2021 Total £
<b>INCOME FROM:</b>				
<i>Donations &amp; legacies</i>				
Donations	43,941	10,000	-	53,941
Legacies	2,000	-	-	2,000
Grants	236,291	48,359	-	284,650
<i>Other trading activities</i>				
Shop income	253,215	-	-	253,215
Other income	352,726	-	-	352,726
<i>Income from investments</i>				
Gift Aid receivable from subsidiaries	-	-	-	-
<i>Charitable activities</i>				
Provision of services	2,817,823	335,606	-	3,153,429
<b>Total income</b>	<b>3,705,996</b>	<b>393,965</b>	<b>-</b>	<b>4,099,961</b>
<b>EXPENDITURE ON:</b>				
<i>Raising funds</i>				
Shop operating costs	573,838	-	-	573,838
Fundraising	407	-	-	407
<i>Charitable activities</i>				
Provision of services	2,808,108	375,815	2,000	3,185,923
<i>Other expenditure</i>				
	-	-	-	-
<b>Total expenditure</b>	<b>3,382,353</b>	<b>375,815</b>	<b>2,000</b>	<b>3,760,168</b>
<b>Net income/(expenditure)</b>	<b>323,643</b>	<b>18,150</b>	<b>(2,000)</b>	<b>339,793</b>
Net income/(expenditure) pre exceptional items	323,643	18,150	(2,000)	339,793
Exceptional items	-	-	-	-
Net income/(expenditure) post exceptional items	323,643	18,150	(2,000)	339,793
<b>Gross transfers between funds</b>				
Gains/(losses) on revaluation of Fixed Assets	(7)	7	-	-
	-	-	107,406	107,406
<b>Net movement in funds</b>	<b>323,636</b>	<b>18,157</b>	<b>105,406</b>	<b>447,199</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	658,732	17,294	176,000	852,026
<b>Total funds carried forward</b>	<b>982,368</b>	<b>35,451</b>	<b>281,406</b>	<b>1,299,225</b>

#### 27 Related party Transactions

There are no related party transactions during the year (2021 £NIL)