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ANNUAL REPORT & ACCOUNTS 2022-23

www.ageuklancs.org.uk

*Until everyone is living
their best later life.*



Registered charity number: 1142294

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A WORD FROM OUR CHAIR, VICTORIA BUYER



Delivering a good financial return

On behalf of the board, I am pleased to convey appreciation to all our colleagues for delivering a surplus of more than £100,000 on our annual turnover in 2022/23.

This was in no small part due to bringing in a total of £653,958 in new grant income. These grants are essential to our financial health and have enabled us with future sustainability for example;

- Funding from Age UK for digital inclusion, which ensured the continuation of the service we started during the COVID-19 pandemic.
- Securing £83,343 from the Armed Forces Covenant Fund Trust to set up a two-year county-wide service supporting Armed Forces Veterans experiencing isolation and loneliness.
- Via a bid to the Elective Recovery Programme by Lancashire & South Cumbria Integrated Care System, receiving £249,506 to develop a digital inclusion service to support people on the elective recovery pathway to use digital health apps and services.
- £40,000 from Independent Age for Information & Advice outreach sessions to support older people through the cost-of-living crisis.
- Following contact from the Headley Trust (part of the Sainsbury's family), being awarded £30,000 to support our Information & Advice service.

Focus on our finances has been a critical pillar of this year's strategy, the senior team have developed a new cashflow model which enables us to forecast cashflow patterns more accurately. We commenced our first investments in Oct 2022 using a broker whom we have developed a relationship with to invest in equities and bonds to deliver longer term returns for the organisation. While the external environment continues to change we maintain our ambition to adapt to whatever we may need to continue providing vital services across the county of Lancashire.

It is all about people

We have supported nearly 18000 individuals across the County with enquiry advice, and secured funding from Age UK National and Lloyds Bank Plc for scams awareness and Electricity Northwest Limited, Independent Age and The Headley Trust to support vulnerable customers with cost-of-living advice.

Utilising the newly released census figures, we have researched the developing needs of the growing numbers of older people in Lancashire, Blackpool & North Sefton to ensure that we are continuing to focus on the presenting needs.

Our colleague survey helped the board to see that we are getting the balance between work and fun right for the 241 employees, and we hear that 'the culture at Age UK Lancashire makes it easy to continue enjoying work, even when outside issues make things difficult'.

Strengthening our operations

Age UK Lancashire are committed to minimising our impact on the environment (see page 27). This year we delivered 554 Day Club sessions providing over 43,300 hours of respite and care to 260 individuals and their families. This year, the team completed over 1500 Footcare Service office and home visit appointments and maintained our 'Good in all areas' CQC rating. As I head into my 5th Year with AUKL I am delighted to report that we have delivered another fantastic year and look forward to the year ahead bringing more superb evidence of our impact.

CHIEF EXECUTIVE OFFICER, TERI STEPHENSON



It's with immense pride and gratitude that we present our Annual Report for 2022-2023. This report evidences the impressive work that has been undertaken through the year in our pursuit of everyone in Lancashire living their best later life.

This year was our first year of delivery of our 2022-2025 strategic plan and I'm delighted that we have been able to make good progress against the challenging targets that

we set for ourselves, ensuring that we continue to meet the needs of those who need us most.

I'm delighted that we were able to deliver our Reward & Recognition strategy, ensuring that our staff received much needed and deserved pay awards in addition to other cost of living measures provided during the year.

Highlights this year include reaching 52,910 individuals across Lancashire (including older people, their carers and family members), our 0300 helpline received 33,931 enquiries (health & care issues, benefits, housing & signposting), providing dementia support to 320 individuals, supporting older people to claim £2.44 million in previously unclaimed benefits, helping 9,148 people live independently at home after a hospital stay, 8,155 'Good Day' calls were made to isolated and vulnerable people, 335 people were supported to be more digitally confident and our oldest customer was 111 years old. Of course, behind the numbers are people and lives and you'll see throughout this report the stories of just a few of the people that we've worked with this year.

A post-pandemic environment remains a challenging one and we're not alone facing the challenges of finding and maintaining suitable funding, recruiting & retaining our skilled and professional staff and maintaining high-quality services against a backdrop of a cost-of-living crisis and increasing costs. We have robust plans in place and remain positive about our future and continuing to realise the remainder of our strategic plans.

None of what we have achieved would be possible without our excellent colleagues at Age UK Lancashire who go above and beyond for our customers every single day, or the volunteers who give so generously of their time, or our committed and highly skilled and experienced trustees, or our donors and supporters who work so hard to support our work. I want to thank each and every one of you. With your support, we can continue to meet the increasing and changing needs of older people across Lancashire until everyone is living their best later life.



OUR IMPACT IN LANCASHIRE

This Annual Report is complemented by our 2022-2023 Impact Report, which highlights what we have achieved during the year. [You can access the full Impact Report here.](#)

In 2022/23, we reached 52,910 individuals across Lancashire including older people, carers and family members with the oldest person to benefit being 111 years of age. Over 72,000 hours were dedicated to tackling loneliness, enabling older people to live independently and engaging with the most vulnerable older people in the county.



WHO ARE WE & WHOM DO WE SERVE?

Age UK Lancashire is a charity limited by guarantee. Our charity number is 1142294 (Company number 07200267).

Our governing document is our Articles of Association, which were reviewed, updated and adopted in June 2022.

Age UK Lancashire provides a range of high-quality services across Lancashire delivering advice, information, and support services to older people (most of our customers are aged over 50, and we also deliver some all-age services). We make a huge difference to our customers and their carers, positively impacting on their quality of life and independence.

Age UK Lancashire continue to recognise the benefits of being a Brand Partner to Age UK and our network of charities. Although an independent charity, Age UK Lancashire continues to work closely with Age UK, broadly aligning our strategic aims and objectives and working closely with them.

Our Vision & Mission

Vision

Until everyone is living their best later life

Mission

Delivering Outstanding, Responsive & Inclusive Services & Solutions



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 financial statements, the Trustees have;

- Selected suitable accounting policies and applied them consistently
- Made judgements and estimates that are reasonable and prudent
- Followed applicable accounting standards and statements of recommended practice, subject to any departures disclosed and explained in the financial statements
- Prepared the financial statements on a “going concern” basis.

We are hugely grateful to our Trustees for the time and commitment that they give to Age UK Lancashire. Our Trustees are volunteers and give their time and considerable skills and experience without payment. Our Trustees have invested around 260 hours in leading our governance, attending meetings, visiting services and other support to our charity. This year, we estimate the value of that contribution to be a minimum of £8,000 based on the UK average manager salary (our Trustees are leaders in their fields, so this is a very low estimate).

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.

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.

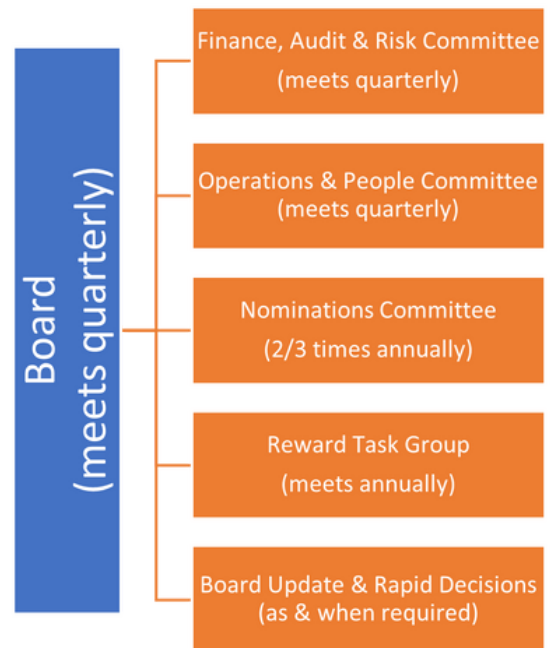
Our Governance

We are governed via a regular schedule of structured meetings. Our governance structure encompasses structured quarterly board and committees, with additional meetings as required.

Our Chair and CEO meet frequently to provide update information and oversight of the charity's work.

The CEO provides Trustees with additional information and updates regularly throughout the year by email.

All colleagues can attend our board meetings as observers. We have an average of 2 or 3 colleagues attending each time. They report that this is a valuable experience and helps them to understand the huge work that goes on, often behind the scenes, in the running of our charity.



We carry out regular skills audits of Trustees to ensure that we have the right skills balance for the needs of the organisation and we recognise that those needs can change from time-to-time. Any decisions taken outside of formal meetings are minuted at the next board meeting.

We use OnBoard software for our board paper management. This ensures that our information is retained securely, minimising the need for sending confidential information via email or other means.

Reporting

We deliver reporting against our strategy and targets via a balanced scorecard, which is reported to trustees quarterly.

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

Trustee Recruitment and Reappointment

Trustee recruitment is overseen by our Nominations Committee. 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 we advertise as needed.

Trustees are appointed for an initial term of 2 years, with 2 further terms, each of 3 years resulting in a total of 8 years. Trustees can remain after this time period by exception and as agreed by existing Trustees.

We have an established process for recruiting new trustees and for their reappointment, which is overseen by our Nominations Committee.

Our Trustees

At the time of writing this report, we have 10 Trustees and Age UK Lancashire are grateful to them for volunteering their time and commitment to the charity.

Trustee Training Induction and Appraisal

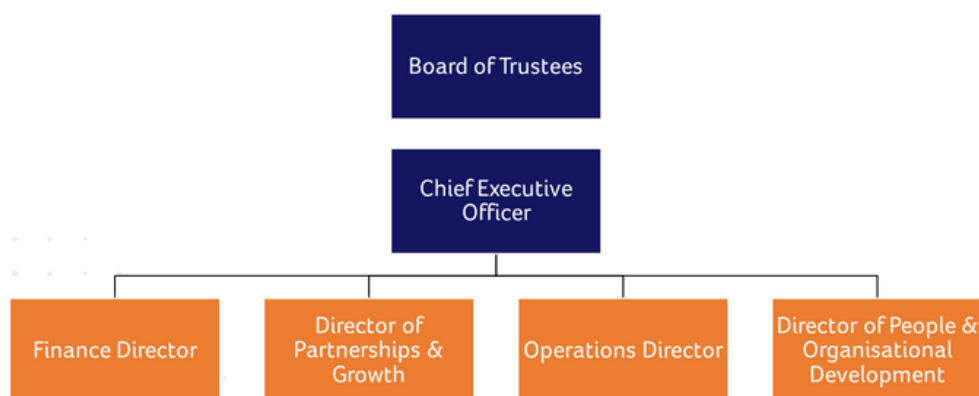
All Trustees have been appraised by the Chair of the Board and this remains an ongoing process. We have a range of materials available to support the induction of new Trustees to ensure that they have all of the necessary information to support them in their roles as a trustee.

Trustee training is provided both inhouse and externally as appropriate. We make good use of free training, often provided by legal companies. Our CEO provides updates to Trustees.

Management

Day to day management of the charity is delegated to the CEO who leads the Senior Management Team (SMT). The CEO reports directly to the board of trustees, providing reports and papers to inform them on an ongoing basis and to prepare them for Committee and board meetings. SMT meet together on a monthly basis to review performance, strategy, policy and all issues linked to the management of the charity on a day-to-day basis.

In addition, we have regular General Management Team meetings, involving 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. We have a monthly briefing call with all managers and the content of this meeting is used as a basis for a monthly CEO update video which is available to all staff and communicated via Workplace.



Internal Controls and Quality Standards

The Board of Trustees is responsible for the financial controls within the charity for safeguarding the physical and information assets. Financial procedures are developed, reviewed and revised in line with ISO 9001:2015 quality management standards.

A CRM system and financial management system is 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.

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 approved by SMT, with trustee oversight. All managers are notified of changes to policies, procedures or other documents. Changes are cascaded to staff and volunteers and all staff have access to the online manual.

Quality

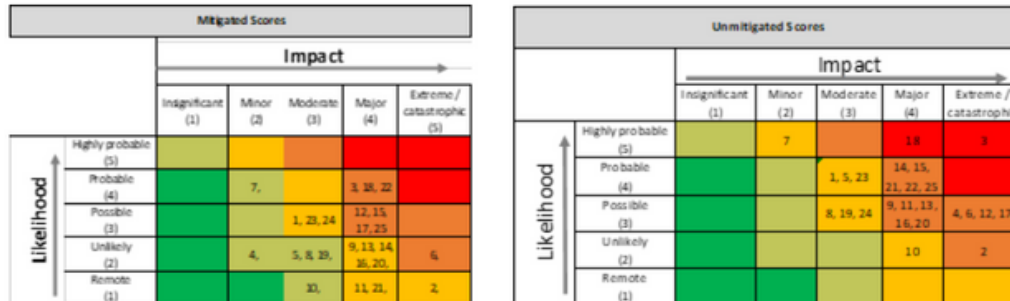
Age UK Lancashire has retained and/or received the following quality standards in the year as follows;

- ISO9001
- CQS - Charity Quality Standard
- CQC for footcare – rated ‘Good’ in all areas
- IAQP (Age UK Information & Advice Quality Standard)
- AQS (Advice Quality Standard)

We will have both the ISO9001 & Charity Quality Standard external audits completed in 2023/24.



Risk Management and Business Continuity



Trustees oversee our risk register and have adopted robust risk management policy & procedures. The process involves all colleagues in risk identification and management and has an escalation process to ensure that risks are managed from the appropriate level.

A detailed annual review of all risks is actively carried out by Trustees and quarterly reports are provided to Committees and Board ensuring that Trustees are fully informed, updated and engaged in our management of risk. The quarterly report highlights new risks, risks where scores have changed and any high-level risks.

Some key risks this year have included the management of staff absence and recruitment challenges, which remains a challenge across our sector. In addition to the detailed risk register, our risks (numbered individually) are plotted pre and post mitigations.

A business continuity plan complements the risk register to ensure that where natural and unavoidable disasters (now including global pandemics) occur, the business is managed to avoid ongoing or unnecessary risks and to mitigate them wherever possible.



OUR STRATEGY

We have a 3-year strategy (2022-2025), which clearly outlines our plans. Our main strategy is supported via Directorate Strategies;

- People
- Operations
- Business Development
- Finance

We also have a high level, one-page version, which is displayed in all of our offices;

Our Vision
Until Everyone is Living Their Best Later Life

Our Mission
Delivering Outstanding, Responsive & Inclusive Services & Solutions

Our Values
We are proud to work here
We care
We go above and beyond
We take responsibility
We innovate

Well Run, Managed & Sustainable Organisation

- Our leaders will role model our values & behaviours, encouraging others and ensuring a positive organisational culture is maintained
- Reduce our carbon footprint & environmental impact
- Develop a model for evidencing the social value impact of our work, working collaboratively with others who are like minded

Outstanding Operations

- We will ensure that our services remain relevant to the changing needs of older people in Lancashire, embracing new technologies where appropriate
- Develop new models of support and standard operating models for all services
- Improve the way that we gather feedback from our customers and measure impact

A Great Place to Work & Volunteer

- We will be an employer of choice, taking excellent care of our staff, providing great places to work, with flexible working opportunities
- We will improve our diversity & inclusivity, ensuring a flexible and welcoming culture, meeting the needs of our communities, workforce & volunteers
- We will "grow our own talent" by offering meaningful training & progression opportunities, supported by tailored succession planning

Financial Management & Integrity

- We will improve transparency and awareness of financial management with our managers and devolve budgets to other roles
- We will embed our new finance system, maximising the benefits that it brings and improving reporting
- Review our approach to procurement & reduce costs

Excellent Governance

- Continue our excellent focus on governance, maintaining or improving upon our previous high scores
- Develop our approach to ambassadors & patrons
- Continue to develop our internal audit, benefitting from independent assurance that our controls are operating effectively

Impactful Business Development Growth & Partnerships

- Increase our unrestricted income through growth of retail and individual giving
- Develop relationships for mutually beneficial outcomes, particularly with the new Integrated Care Systems
- Campaign for the benefit of older people
- Increase our social media presence

Our Social Value Priorities & Commitments

- ✓ People
- ✓ Planet
- ✓ Property
- ✓ Partnerships
- ✓ Pound/Purchasing

Our Balanced Approach to Decision Making



Our Service Delivery Priorities



The Trustees have considered the Charity Commission guidance regarding public benefit and are satisfied that the charity's activities do provide public benefit.

This report provides a brief insight into our work this year, our impact and plans for the coming year.



OUR OPERATIONS

We are pleased to present an overview of our services and operations over the past year. At Age UK Lancashire, our focus remains on delivering outstanding, responsive & inclusive services, that meet the current and changing needs of our customers.

Information & Advice Services

Our Information & Advice service includes support with;

- Welfare benefits
- Social care
- Housing
- Local services
- Energy efficiency
- Scams awareness
- Cost of living support available through government schemes.

“Thank you for all your help. When we needed help and advice you and your staff have been most helpful.”

Funding generated during this time has allowed us to recruit an additional administrator which has enabled us to expand the service across the county, with the specific support varying in some areas due to funding. Funding has continued from established commissioners – Fylde Borough Council, Lancaster City Council, Chorley Borough Council, Eric Wright Ch Trust and the Eon project through Age UK and we are grateful to them all for their continued support.

We secured funding from Age UK National and Lloyds Bank Plc for scams awareness support. Electricity Northwest Limited, Independent Age and The Headley Trust to support vulnerable customers with cost-of-living advice. The team now consists of 2 full-time advisers, a part-time adviser, a full-time Scams Awareness Officer and a part-time administrator. The funding for scams awareness has enabled us to provide 234 scams advice sessions to individuals in their home.

The additional administrator and Scams Awareness Officer has allowed the team to deliver even more support to our older community by providing the following number of individual advice sessions:

- Disability benefits – 463 (300 in previous year)
- Means tested benefits – 268 (192 in previous year)
- Community/residential care – 17 (13 in previous year)
- Housing – 3 (6 in previous year)
- Scams awareness - 222 (24 in previous year)
- Information and signposting – 1506 (777 in previous year)
- Energy efficiency/Warm Home Discount eligibility – 527 (349 in previous year)

Through our advice sessions we were able to identify and to support our customers to claim £2,444,538.70 in previously unclaimed benefits



Customer Services

The service provided by our Customer Services Team continues to thrive and we have seen a significant rise in customers seeking our support. In 2022/23 we had **17,887** inbound and outbound enquiries increasing by **9.2%** on the year before (16,380 in 2021/22). 25% of all incoming calls are for our services and a further 20% relate to people wanting support and advice on benefits/cost of living.

We have four ways that customers can contact us, they can choose to call us, send us an email, or make an enquiry via the Age UK Lancashire website. Age UK national also refer customers to us for more local advice via the Age UK portal.

During conversations with customers, the team will often suggest other Age UK Lancashire services or external support that may help, as quite often customers are unaware of the variety of services and support available to them.

“Many, many thanks to all your Team”

Customer Story

A lady called who needed some emotional support following the deterioration of her health. From initial conversations it was apparent that the customer needed some immediate support and so we referred her to our Hospital Aftercare Service, signposted her to Adult Social Care for an assessment of her support needs. The client was given the information to enable her to make her own choice on how to proceed.

The customer received support through our Hospital Aftercare Service while she waited for a care assessment. She subsequently contacted customer services again just to say. "Many, many thanks to all your Team."



QUARTERLY REPORT	INBOUND CALLS	OUTBOUND CALLS	TOTAL INBOUND & OUTBOUND
April - June	3365	1354	4719
July - September	3532	1952	5484
October - December	3258	1676	4934
January - March	3719	1975	5694
Total	13874	6957	20831

Good Day Calls - Tackling Loneliness & Isolation

This invaluable service commenced in April 2022 after we successfully secured funding. The calls offer a lifeline to socially isolated individuals supporting 180 clients at any one time. The main aim of the service is to combat social isolation by helping to build confidence, independence and wherever possible supporting people to access other services within the community.

The Good Day Call service has welcomed 321 clients in 2022/23, reaching maximum capacity. Organisations such as Lancashire County Council, NHS Trusts, Social Service/Community Mental Health Teams, SSAFA, Fire and Rescue Services, Lancashire Constabulary, and Minds Matter to name a few, have referred directly into the service.

Good Day Calls are made to clients once a week, for as long as they need the service. The majority of clients in 2022/23 have no other means of support with 86.8% of clients living alone; 26.3% of clients have mobility issues which restricts their ability to access their community; and a further 31% of clients have life affecting health conditions that can affect mobility such as COPD, Cancer or Dementia.

Through building relationships and gaining the trust of a client our skilled team members have been able to identify other client needs. This has enabled them to refer clients for support from Age UK Lancashire and other external services, including home help, hospital aftercare, digital support, footcare and many other services. This provides customers with the opportunity to get the help and support that they need, when they need it, to stay happy and healthy at home.

The funding for this project was initially one year, which was due to end in March 2023, however we are delighted to be able to report that we have secured further 14 months funding to extend the service, evidencing how commissioners recognise the benefit the service offers to older, isolated members of our community.



'I feel that our service is invaluable to our clients as we are not just there to chat. We provide emotional support and a good listening ear for those who have nobody else to talk to. I have sent information to a client regarding volunteering with community cars, information on trips and groups in their area. It's so much more than a weekly call, it can help to change someone's life...'

"I would like to say that I really look forward to my phone call each week as it makes me very happy to speak to Sue, she is very good at listening to me, feeling loneliness is not very nice, after losing my wife of 62 years of marriage. Thanks to you all."

Integrated Care Programme (ICP)

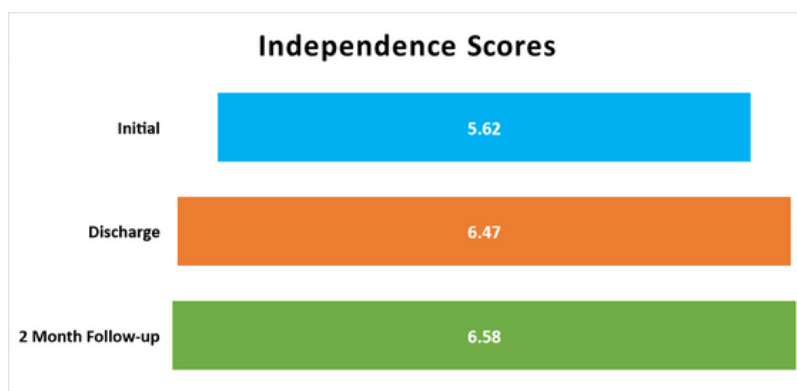
Age UK Lancashire delivers this service to patients residing in East Lancashire. The programme brings together health, care, voluntary and the wider community services to help people living with long term conditions and those at risk of recurring hospital admissions. The ICP works with health professionals to provide a combination of medical and non-medical support of up to 12 weeks, which establishes the goals of older people that they identify as being the most important to them.

The Age UK Lancashire ICP is embedded within the Integrated Neighbourhood teams and receives most of its referrals through this partnership as the GPs and other Health & Social Care professionals are part of the neighbourhood teams.

The service operates with a total of 256 hours per week across the five districts of East Lancashire, made up of a full-time Service Manager, 5.6 Full Time Equivalent Personal Independence Coordinators and part-time admin support.

In the last year from April 2022 to the end of March 2023 the service received 754 referrals and made contact with customers 11,328 times during the time they were being supported by the service. The service uses the recognised SWEMWEBS (Short Warwick Edinburgh Mental Wellbeing Score), to measure an individual's wellbeing at the start and end of service. In 22/23 across all 7 domains the average % improvement was 23.54%.

Using the [UCLA Loneliness scores](#) on a scale where 1 is absence of loneliness and 10 is extreme loneliness, we can demonstrate how clients are feeling less lonely following interaction with the ICP team. The average score of loneliness at the start of the support phase measuring 5.86 and at the end the average was 4.20, the scores showed a reduction in loneliness by an average of 1.66 points.



[Independence scores](#) increased consistently throughout the year and in 2022 with an overall increase from 5.62 to 6.58. Scores are measured between 1-10 with 10 being the highest score of independence.

Example of some practical outcomes achieved from one of our ICP referrals:

- ✔ Arranged for Home Improvement Agency to fit a wet room including level access shower.
- ✔ Helped to arrange structural changes to kitchen and door frame to improve wheelchair access and fitting of a permanent ramp.
- ✔ Additional aids and adaptations restored independence in terms of being able to manage personal care needs.
- ✔ Successful PIP review with an increase in weekly income from £61.85 to £92.40.
- ✔ Completed a Pension Credit (PC) entitlement check and result estimated a possible award in the region of £74.50 a week.
- ✔ Advised that a successful award of PC may lead to other benefits, such as council tax reduction, Warm Home Discount voucher from energy supplier and help with NHS costs (such as eye tests, prescriptions and dental treatment).
- ✔ Application for disabled band reduction on council tax.
- ✔ Blue Badge successfully issued ensuring client can now better attend social groups, appointments and retail.
- ✔ Increased income now provides client with option to consider private carer and cleaner when financially more stable.
- ✔ Ability to remain in own home with improved confidence and independence levels due to feeling that he is more equipped and has appropriate adaptations in place.



"I'm very satisfied with the service I received. I feel like I now have everything under control by being supported by Age UK Lancashire. This service was really helpful because you provided home visits, and this was important due to being wheelchair bound and housebound since amputation."



Feedback from referrer, Adele Ewens, Home Improvement Agency (Burnley Council):

"Nighat is very professional in her role and assists in all she can. She has a wealth of knowledge and very informative of all questions asked."



Bengali Ladies Group

Following several months of consultation at the beginning of 2022 with the local communities in Burnley, a need was identified for a Bengali Women's support Group. We recruited a Bengali speaking volunteer to help along with a couple of our multi-lingual staff.

We successfully secured a small Community Grant to start a group "Chai & Gupshup" (Tea & Chat) of around initially 12-20 ladies over the age of 50. This enabled us to employ our Bengali speaking Volunteer who started work in the October of 2022.

Using our community links, we worked with the NHS Chai Centre recovery college to use their meeting rooms. The initial support group has grown and developed further into being able to do crafts, sewing and food growing. The group sought help from the Wildlife Trust to reestablish the raised beds at the Chai Centre and are now growing their own vegetables and herbs.

The ladies were also able to take advantage of the resources at The Chai Centre attending English lessons, Yoga and exercise sessions that were being offered by the Chai, and their families were able to make use of other classes on offer too!

This has been achieved through a cohesive approach with other partners such as NHS Chai Centre, Shine Coaching, Lancashire, Manchester and North Merseyside Wildlife Trust and Bolton University with their Knowledge Transfer partnership. All of which have offered volunteering and youth programmes opportunities to the wider community, to support the group's garden development, which is further developing local community cohesion.



Day Clubs

Age UK Lancashire has a proud history of delivering Day Time Support through our Day Club Centres based in Ormskirk in the west of the county, Lancaster in the North and Nelson in the East for over 25 years. This service enables older adults to enjoy activities, make friends and retain their independence in a welcoming environment with a personalised approach to meeting their support needs. This year we delivered 554 Day Club sessions providing over 43,300 hours of respite and care to 260 individuals and their families.

“The service and the staff are brilliant. It’s a lifeline for my mum, giving her much needed company and activities. We can relax knowing she’s in safe Age UK Lancashire’s hands.”

Themed Events

A number of themed events and activities were enjoyed throughout the year, we held a right royal tea party, celebrating in style with royal themed activities and a cream tea for lunch. On St. Patrick’s Day we had a ball celebrating with Irish dancing, making Irish crispy cakes and enjoyed an Irish stew for lunch!



“The centre was full of singing, dancing, laughter and love.”

Through consultations and listening to feedback from our members and families, we secured additional grants and procured new catering arrangements to improve the menu and updated décor at the centres, reflecting the hard work of our team and their approach to continuous improvement of the service for members.

With a planned gradual return to normal capacity levels post Covid-19 we were pleased to report a 42% increase in attendances over the last 12-month period with many members increasing the number of sessions they attend each week. Aside from a dip in December due to a particularly high rate of respiratory illnesses in the community, we performed above and beyond our forecast attendance targets in the period. We saw a 26% increase in the number of contacts with customers and we were delighted to see a 54% increase in customers trying out free taster sessions, moving from home-based care and choosing to receive their support in the community.

**We provided
43,300 hours of
respite and care
through our Day
Club sessions**

To demonstrate the impact of the Day Club service for our members, we trialled use of Shorter Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS) to enable the monitoring of mental wellbeing of people who use the service. Five members took part in the trial and key findings were:

- All members average scores increased
- Overall 56.5% of members saw an increased average score from assessment 1 (2.3) to assessment 3 (3.6).
- The best score range increase was seen in 'feeling useful', 'feeling loved' and 'feeling cheerful'.
- Highest average scoring categories were in 'I've been able to make up my own mind about things', 'feeling relaxed', 'feeling loved' and 'feeling cheerful' respectively.

"I love it here, they help you with everything, it has really turned my life around, the staff have a very positive work ethic which makes me happy and positive."

We welcomed Healthwatch Lancashire to visit and meet with our members as part of their 'enter and view' programme. Healthwatch compiled a report for each of the three sites and gave us useful pointers to consider going forward.

A number of staff also registered as Healthwatch Community Champions and can provide referrals to Healthwatch and facilitate anonymous complaints to the NHS and other services. They can also help individuals who are on waiting lists for mental health services but need help in the interim. Detailed reports from Healthwatch are in the links below:

[Nelson Day Club](#)

[Ormskirk Day Club](#)

[Lancaster Day Club](#)



Daughter of mum living with dementia is thankful to Age UK Lancashire's Day Clubs.

"We've seen a positive change in mum"

Penny was diagnosed with early onset dementia in 2019 and since 2022 she has been a member of Age UK Lancashire's Day Club in Nelson. Her smile and bubbly personality have made her a popular member, but Penny had doubts from the start.

Penny's daughter, Rachel reached out to Age UK Lancashire and their Day Club team for support for her mum to help her manage with living with dementia. Originally, Penny was reluctant to attend, not believing that Day Clubs were for her. However, encouraged by Rachel to give it a try, Penny attended for a couple of weeks and hasn't looked back since.

[Read the story in full here.](#)

Dementia Services

Lancashire is a diverse county with 11,408 known cases of dementia, (higher than the England national average (NHS, 2022)). Age UK Lancashire delivers a range of support, services and activities for people living with dementia, their carers and families. This includes Cognitive Stimulation Therapy (CST), Carers Peer Support Groups, Dementia Awareness Training and emotional support for both people living with a diagnosis and their carers. Our team also facilitate activities which the person with a diagnosis and their family carer can enjoy together with like-minded people in a safe environment. This year we focussed our dementia priorities on investing in expansion of capacity to deliver and manage more dementia support across a wider geographical area, and to re-shape and rebrand the services on offer to people living with dementia, making them more accessible and responsive to the needs of our communities.



Growth for our Dementia Services

This year, we provided support to over 320 people living with dementia through our 1-2-1 and group sessions. The team has made over 700 signposts, or onward referrals, to almost ninety different support services. These included local and national groups and clubs highlighting the wide-ranging impacts on the lives of people affected by dementia. During Dementia Action Week the team created a jam-packed timetable of events and toured the county with a range of activities, stalls and useful information for all! People accessing our dementia services has increased by 32% since the previous year, with over 4000 contacts made between April 2022 and March 2023. We delivered 168 Cognitive Stimulation Therapy group sessions to 99 people (each attending up to 12 sessions). We are delighted to report the number of people accessing Cognitive Stimulation Therapy increased by 266% since last year.

"I haven't had this much fun since I was a little girl."

"I was apprehensive at first, but there is such good camaraderie with group, it's varied, enjoyable and opens your mind."

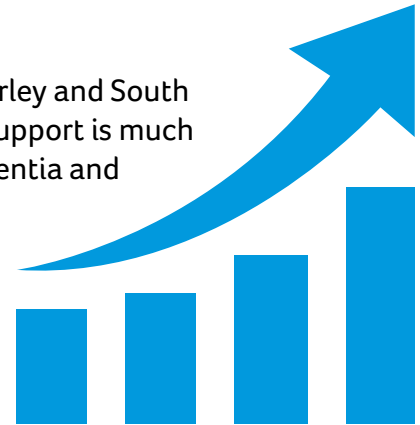
We launched our very own Dementia Podcast: 'Dementia Talks'

We successfully recruited an experienced Dementia Nurse into a newly created role to lead our dementia teams, launched an online Dementia Hub pilot model, expanded our Cognitive Stimulation Therapy provision, delivered a brand new programme in East Lancashire designed to reach communities less likely to engage with post diagnostic support and launched our brand-new Podcast series 'Dementia Talks'.



Demand for dementia support is rising...

Referrals increased by 56% from 183 to 287 in West Lancashire, Chorley and South Ribble NHS areas confirming that demand for local post diagnostic support is much needed and that there is growing concern for people living with dementia and their carers and families.



The Dementia Hub

A Hub was established for 12 months until March 23 with funding from the Local Authority to develop and deliver a virtual access point for those living with Dementia and their Carers. The Hub invited various speakers and also held face-to-face sessions and workshops.

During the time the Hub project was running, its network grew, and the dementia hub team continued to broaden its reach. We were invited to present, and support at an increasing number of partner events and activities in the community. The Hub team established a regular presence at recurring events throughout Lancashire.

Attendances highlighted engagement with carers, those living with dementia and professionals, demonstrating the expanding reach and importance of the hub in this area. We are hopeful of future funding and support to repeat this valued project.



Footcare Service

This year, the team completed over 1500 Footcare appointments (in clinic and home visits) and we have maintained our 'Good in all areas' CQC rating. We were delighted to be able to include customers with 'low risk' diabetes for the first time, after working closely with Podiatrists from HCRG Care Group to open a new referral pathway from Practice Nurses and Podiatrists and reflecting an excellent example of partnership working between the NHS and third sector.

Our fully trained, dedicated staff provide a high quality, professional nail cutting service which includes advice on how to improve and maintain general foot hygiene while also providing a reassuring check to deal with any potential foot care problems. Working with Registered Podiatrists and other healthcare professional's the service aims to help older people:

- Keep mobile and active
- Reduce the risk of falls
- Help to retain independence
- Provide a chance to socialise, have a chat & see a friendly face
- Access other Age UK Lancashire services and support.



Nicole Grieve – Head of Therapies, HCRG Group:

"Recent increases in pressures for Podiatry Care within West Lancashire have led to exploration around alternative means of utilising our partners to provide care to local residents. We have recently worked closely with Age UK Lancashire to revise the pathway for footcare provision, to enable low risk diabetic patients to access the service thus relieving pressures upon the community podiatric team.

During the process of developing the pathway it has been a privilege to get to know members of the Age UK Lancashire team and learn more about the invaluable services they provide within West Lancashire. The benefits of this have been seen across all services as we seek to signpost patients for additional support through the services Age UK provide."

An example of how our services work together.

Judy has been using our footcare service since 2015. With poor eyesight and mobility issues, she was struggling to cut her own toenails. As her nails grew, they bent over the end of her toes, adding to the difficulty in cutting them herself and further affecting her mobility.

Judy told our practitioner that she was experiencing extreme loneliness with no family in the area and was unable to go out. The Footcare Practitioner suggested that she could make a referral to Age UK Lancashire's Good Day Calls Service, which Judy was happy to accept. A referral was made and the service started to make regular weekly calls to offer a friendly chat each week and to establish further support needs.

They suggested that she try talking books (audiobooks), signposted her to Silverline for telephone support and suggested a visit from our Hospital Aftercare Service to assess her mobility issues and situation at home.

The client has also been encouraged to consider a falls alarm, and we will continue to monitor her progress. She really enjoys the company of the call each week.

Home Help Service

Our Home Help service is active across the County and has continued to grow year on year. At 31/3/2023 we had delivered 36,407 hours of practical support to 582 customers including shopping, light cleaning, support with mail and prescriptions and priceless emotional support to older people.

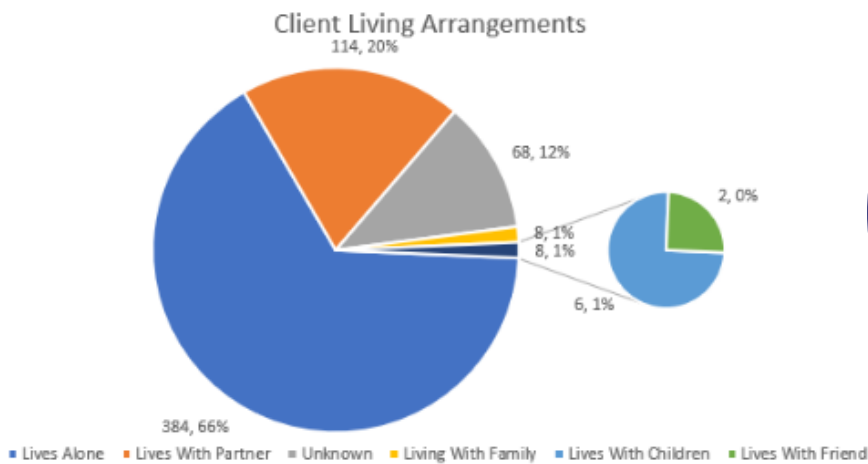
Our team can fluctuate throughout the year, but on average we have approx. 70 Home Helps working across the County, working on average between 10 – 15 hours each per week.

In the last year, coming out of the Pandemic we have been able to offer more support outside the home including:

- Accompanying to appointments
- Accompanying for shopping- for both food and clothes/gifts
- Visiting garden centres
- Simple walk for fresh air

We introduced the service in Preston in September 21 and in the 6 months to March 22, we delivered 780 hours of Home Help for 26 customers and for the same time period in 22/23 this grew to 1478 hours, totalling 2511 hours and 45 customers for the full 22/23 year.

Our customer profile is that 384 people are living alone and 92% are over the age of 70. Of those living alone, 276 are female and 107 are male.



Our Home Helps are sometimes the only people our customers see and/or speak to in the week and offer so much more than the practical support that they are renowned for. They love their work and the connection with their customers, some Home Help quotes:

When my husband died, I was very lonely and someone coming to me helped me so much and made such a difference to my wellbeing. She takes me anywhere I need to go and that means so much to me. Thank you I would be lost without my HH

We are so grateful for the help and care that your staff have both offered to mum over the last 18 months, the regularity and reliability of their visits has made such a difference.

Connecting Veterans in the Community

Age UK Lancashire's Connecting Older Veterans to their Local Communities' project was launched in January 2023 to support vulnerable and isolated veterans in the county, funded by the Armed Forces Covenant Fund Trust. Our Outreach workers support veterans and introduce them to organisations and opportunities across Lancashire and reduce any barriers such as transport or confidence which may prevent them from socialising or meeting with others.

The service is already having a positive impact and demand for the service has far exceeded our initial expectations.

To reach as many older veterans as possible, our Outreach Worker, with over 32 years of experience within military service and various roles within the charity sector, has engaged with over 1000 people at events, through talks at community group meetings and presentations to various working professionals across the county.

Across the year our veteran's services received 110 referrals and our Outreach Worker has been able to connect veterans to a wide range of activities and supports which meet their needs.

3 Veterans from Fleetwood become friends

Three Veterans from Fleetwood become friends thanks to Age UK Lancashire's 'Connecting Veterans in Lancashire' project.

David, David and Joe now meet on a weekly basis for a coffee and a catch up to share their stories and enjoy each other's company.

This friendship started when David, 76, who lives in Fleetwood reached out to Age UK Lancashire for support on claiming his veteran's badge having served 13 years' in the army. Whilst supporting him with his veteran's badge, Jacqui learnt that David attended the Veterans Breakfast Club at Farmer Parr's each month.

By coincidence the following month, David, a 73-year-old Veteran who also lives in Fleetwood was referred to Jacqui for support. David completed 8 years' Service in the Army and following a chat with Jacqui, she suggested him visiting the same breakfast club as David and passed on his details so they could go together. Although the 2 unfortunately didn't make it to Farmer Parrs, they met up several times after this and quickly became good friends.

Soon after, Jacqui was referred to Joe, a 93-year-old Veteran from Fleetwood who served in the RAF for 3 years. Joe decided that Breakfast Clubs weren't quite for him so Jacqui passed on his details to David to arrange a meeting for the 3 of them. Ever since this meeting they have met regularly for coffee.

[Read the full story here.](#)



Digital Services

Age UK Lancashire is proud to be delivering two separate digital services to support older people become more connected digitally. These services provide support and guidance to build confidence in older people using digital devices (laptops, tablets and smart phones) and accessing online services such as shopping and banking.

Since the projects started, we have supported 335 people to be more digitally confident and we have carried out 488 digital support sessions:

- 86% of support sessions have been 1-2-1 in people's homes.
- 51% of those sessions have supported people with digital devices
- 14 % of the sessions have helped people to connect with families.
- 48% of people using our service didn't previously go on-line due to lack of skills

Digital Inclusion

Funded through Age UK national, we have digitally trained co-ordinators who visit our customers in the comfort of their own home to coach them in how to get online and to use digital devices.

The team have helped people with getting on-line to renew Blue badges, do on-line shopping and regain contact with family & friends through social media and other digital channels.

As part of the Digital Network Project we received donated tablets and sims and we offered a loan scheme for tablet use as a "try before you buy" (NB Age UK Lancashire do not sell devices) offering.

In 2022/2023 we have supported:

- 80 people with the loan system.
- 30 Vodafone SIM cards allocated

Dave, our Digital Inclusion Coordinator, received a referral from Morecambe Bay Medical Centre for the man he is pictured with on the right. The gentlemen had just moved to Morecambe from Barrow after recently losing his wife. Morecambe Bay referred him to our service to help him get connected as he felt lonely and low in confidence to meet people.

Dave visited him several times to help him get connected and build his confidence. Since Dave's visit, he has joined several clubs including Crown Green bowling club which has given him a fresh new lease of life.

The gentleman filmed a video with Bay Medical about his journey and the wonderful support that Age UK Lancashire had provided him and how the Digital Inclusion Service has changed his life.

He said:

"Without the support from Age UK Lancashire I don't think I would be in the place I am today, enjoying my life again and meeting so many new friends"



Digital Health Service

Age UK Lancashire is working alongside the Integrated Care Board for Lancashire and south Cumbria as part of NHS elective recovery/care programme to reduce wait times and improve people’s health and wellbeing. The NHS strategy for digital is to migrate simple tasks onto digital platforms. The team consists of trained Digital Navigators who will work across all trusts in Lancashire.

This service has shown the benefits to the NHS for patients be able to manage their own health and wellbeing. The team has built relationships with Primary Care Networks across Lancashire and Local Integrated Care Communities to support older people across the county who are digitally excluded.

Outreach Work with Local Banks

NatWest Bank reached out to Age UK Lancashire to see how we could help their customers with digital support. The closure of banks and post offices is making it more difficult for older and vulnerable people to get easy access to banking. Natwest chose Age UK Lancashire as a trusted organisation, and is looking for Age UK Lancashire to support people to see the benefits of online banking rather than focus on bank closures.

In one of the banks, we helped get the bank app onto a lady’s phone. She had previously sent money to her grandchildren who lived in Australia by post and we showed her how she could transfer money to her family electronically. The lady was so happy that she can now send money to her grandchildren anytime instead of twice a year on birthdays and Christmas by post.

Rob Taylor, Northern Director at Natwest:
“I reached out to Age UK Lancashire after hearing about the wonderful service they are providing and wanted to investigate how we can work together. It’s no secret that branches are closing as we move to more digital services and the trusted name of Age UK Lancashire was something special that could help our customer to see the benefits of on-line banking services”.

Hospital Digital Health Pop Up Hubs

The team have been visiting Hospitals across Lancashire providing a drop-in service for patients (and staff) to gain understanding of the service available to them.



Hospital Aftercare Service

Our Hospital Aftercare Service provides practical and emotional support to help people aged 18+ who have been recently discharged from hospital remain independent in their own home.

The service has expanded further over the last year, supporting 9,148 people across Lancashire.

We work in partnership with Hospital Trusts and Primary care across Lancashire which ensures that the service is integrated within the discharge pathways.

How we helped one of our clients

Hospital Aftercare received a referral from Pendle Community Hospital to discuss different options to support Mr H, whose discharge was being delayed as his home was not habitable.

Mr H, is in his 60s, living alone with no family close by to depend on and has a sight impairment and was in Hospital on this occasion because he had a stroke. The stroke continued to affect his left side, and he was struggling with mobility. Following years of independence, Mr H was struggling to manage his health resulting in him suffering from depression.

We visited Mr H on our ward rounds and discussed his concerns. Mr H explained he had nobody to ask for support, very little income and he had let things build up in his home and he felt ashamed. He made us aware that somebody was going to look at his boiler as it hadn't worked for 2 years. The team visited Mr H's home, took some photos with Mr H's consent, and shared what needed to be completed before discharge could happen. There were other concerns within his property including the hygiene and a broken oven. As time went by, it was clear Mr H was concerned about returning home with the boiler broken. With gentle reassurance that we could help get this resolved before winter, Mr H was happy to be going home.

Once home, Mr H showed us the paraffin heater he had been using. We agreed that this was a short-term measure, but it would be advisable to have a home safety check from the fire service. Age UK Lancashire cleaned Mr H's house top to bottom to make it liveable for him.

We completed our assessment and agreed to support with shopping, a referral was made to the local council for help with his heating and guttering. A referral was made to the Fire Service to complete a safety check, and a referral was made to our Information and Advice team to support with a benefit's review to ensure Mr H was claiming all of his entitlements.

We supported Mr H to gain his independence for 6 weeks, providing practical and emotional support and he looked forward to each of his visits. Mr. H got his boiler fixed from an original contact he had at a low price and invested in an air fryer. Grants were agreed from the local council for his guttering, roof work and a new front door.

He got support from Age UK Lancashire with his benefits which resulted in him being able to claim additional income weekly.

Mr H said:

'I will miss the visits from Age UK Lancashire, but I am so very grateful for everything you have done for me, from getting me home from Hospital to settling me in once I got discharged home, my problems were shared.'



Retail

After a successful year in the previous year 2021/22, where pent-up demand and a high level of donations meant we had a period of buoyant retail trading, 2022/23 has seen a much more cautious appetite from customers due to the uncertainty of the economic climate together with high fuel bills and the resulting cost of living crisis.

Total income was £657,706 which was down by 2% on the previous year. We achieved a stronger performance on Gift Aid and New Goods, which grew by 27% and 51% respectively. Sales from donated goods were 7% down year on year.



People

There have been many new appointments within the retail team as Managers have either retired or moved to different roles. We also have a new Deputy in Carnforth, Garstang, Nelson, Oswaldtwistle and St Annes, together with recent appointments of Managers in Accrington, Oswaldtwistle and Bamber Bridge. To ensure we are resourced adequately to cover for holiday and other absences, we have also recruited 3 new relief manager posts.



Volunteers are our lifeline in retail, and they complement the shop management team as they provide valuable support to operate the shops efficiently. We have over 80 volunteers across all shops from varied backgrounds and experience and with some over 90 years young!

Our volunteers have many motivations for volunteering with us and mostly it is to meet new people, have a sense of purpose and feel valued. They perform a variety of tasks including preparing donations for sale, PAT testing electrical donations and serving at the cash desk and collectively they provide over 15,000 hours a year across the retail estate.

We also have been successful in offering job opportunities to our volunteers and there is a proven succession path into becoming a paid member of staff with AUKL. We are proud to have several volunteer award winners from the retail teams who are invited to join us at the annual Celebration Event and received an award for outstanding contribution to the charity.

Gift Aid

A focus on improving the Gift Aid contribution has been very profitable with a 27% improvement on gift aid income versus the previous year, despite income from donated goods being down by 7% in like for like sales.



We were able to claim gift aid on 17% of our donated goods, increasing their value by 25% with an aspiration of being able to claim 20% in the forthcoming year.

New Goods

New goods (BIG) have been an area of growth with new suppliers being explored where we are able to offer a home décor range. The investment in more everyday household lines and the extended ranges have resulted in a 50% increase in sales, with more ambitious plans for the year ahead.



Visual Presentation

We have worked to improve the standards of presentation within the shops and developed a Trading calendar that allows us to reflect national and local trading events. We have encouraged creativity and seen an improvement in the visual proposition across the retail estate resulting in positive feedback.



THE ENVIRONMENT

Age UK Lancashire are committed to minimising our impact on the environment. We have an environmental policy with key aims, and we monitor our adherence to it. Aims within the policy include;

- We require that all colleagues work in a way that minimises their impact on the environment
- We will maintain only relevant documents & files for storage, minimising the retention in the cloud of old data.
- We ensure that smartphones and other equipment are replaced only when necessary, reducing our carbon footprint. (Keeping a smartphone for 3.5 years and not the average 2.5yrs (40% of its lifetime) makes a 25% saving on carbon footprint).
- We recycle our hardware and avoid it going into landfill.
- Where we provide food at events, these are catered fully vegetarian.

OUR BUSINESS DEVELOPMENT & FUNDRAISING

Successful business development is vital to Age UK Lancashire as it enables us to develop and deliver services which continue to meet the needs of older people across Lancashire

A grant from the Dunhill Medical Trust provided us with a fundraising consultant from Moore Smith Kingston who spent time with us in February and March 2022 auditing our current fundraising activities, before providing a set of recommendations for investment and growth which were implemented during 2022-23. The timing of this work was helpful as it coincided with work on our next three-year plan for growth. Following this the Board agreed in June 22 to invest in certain areas of fundraising to enable us to increase our unrestricted income.

Individual Giving and Legacies

One agreed area of investment was to increase the number and value of donations and legacies into the charity. Legacies are a vital source of income for Age UK Lancashire, providing unrestricted funds for the charity. Legacies can be used to underpin core services that it is hard to secure other funding for, such as our 0300 helpline and our community engagement outreach. It has also enabled us to establish new projects where we see a demand locally. For example, we were only able to launch our Digital Inclusion service because of a generous gift left in a will by one of our clients.

To drive this area of fundraising forward, we recruited an Individual Giving Manager who started in post in October 2022. The role is focusing on generating and maximising income from donations and legacies for the charity through building rapport with clients, supporters and donors through individual donations. Legacies to Age UK Lancashire raised £76,514 during the year. Customer donations brought in £24,576.

Les & Audrey - Their legacy lives on

In 2023 we received notification of a gift left in Les' Will. A significant sum which no doubt expressed his gratitude for all of our help and support, not only for himself but for Audrey too. Les' gift will allow us to directly help those who need us the most. We will be able to provide a variety of activities at our Day Centres & Cognitive Stimulation Therapy Groups which help create friendship, inclusion and helps keep members active. We will also be able to answer more phone calls to those who need advice and support.

We are forever grateful to Les and Audrey. Their legacy will live on through the work we continue to carry out and the much-needed services we continue to deliver.



Will Writing Clinics

We re-launched our Will Writing Clinics which had only been running at a reduced scale since the pandemic and have now increased the frequency and capacity of these. More solicitors have come on board, so we have better coverage of the county, and they are proving popular with both existing supporters and new clients. Our existing solicitor partners have been flexible in their way of working and many are happy to offer home or telephone appointments which has helped support those who aren't able to leave the house. In addition, we promote Bequeathed as an online option for writing a Will which has benefitted clients wanting to use a free service.

Retail Growth

The other area of agreed investment, recommended by Moore, Smith Kingston, was in retail growth and development and to this end we employed a retail consultant to produce a strategy for us which was approved by Board in June 2022. The reality of finding suitable out of town sites has been challenging, coupled with the time taken to apply for change of use through local councils. However, we are due to open our 9th shop in Burnley in May 2023. We continue to review the efficacy of the strategy and its impact on our unrestricted income.

Grant Funding

We continue to benefit from our investment in a Business Development Manager with 35 bids being submitted during the year, of which 22 were successful, winning a total of £653,958 in new grant income.

2022-23 was a very good year for successful applications. This new funding enabled us to establish and sustain several services and included:

- Funding from Age UK for digital inclusion, which ensured the continuation of the service we started during the COVID-19 pandemic.
- Securing £83,343 from the Armed Forces Covenant Fund Trust to set up a two-year county-wide service supporting Armed Forces Veterans experiencing isolation and loneliness.
- Via a bid to the Elective Recovery Programme by Lancashire & South Cumbria Integrated Care System, receiving £249,506 to develop a digital inclusion service to support people on the elective recovery pathway to use digital health apps and services.
- £40,000 from Independent Age for Information & Advice outreach sessions to support older people through the cost-of-living crisis.
- Following contact from the Headley Trust (part of the Sainsbury's family), being awarded £30,000 to support our Information & Advice service.

During the coming year, our priorities for funding include:

- A three-year project focussing on loneliness and isolation amongst older people, supported by Lancashire County Council's Public Health Team.
- Extension of our digital inclusion service and the ongoing digital transformation of our services and back-office function.
- Developing our dementia services and particularly pathways for support following diagnosis.

Corporate Fundraising

Over the past year, we have actively engaged with local businesses to raise awareness of our charity's work in Lancashire. Through networking, chamber meetings, events, referrals, and introductions, our aim is to encourage businesses to support us and increase brand awareness while generating funds. Various fundraising events, like Breakout, Sleepout, Walk the Big One, and Christmas Tree collections, are supported by corporates throughout the year, boosting brand visibility and revenue. Last year corporate fundraising raised almost £25,000 of unrestricted income for the charity.

Breakout 2022, held at Burnley Football Club, involved three supporters volunteering to be "locked up" for the day. They raised "bail money" by contacting friends, family, and colleagues through various channels. Once the funds were raised, they were released. This fun event with networking opportunities was successful in raising funds for the charity. We plan to expand Breakout in the coming years to attract more participants.

Walk the Big One featured a team of six ladies conquering the Big One Roller Coaster at Blackpool Pleasure Beach. This challenging escorted walk provided stunning views and will be repeated next year.

Sleepout 2022 took place at Clitheroe Football Club, starting with a quiz, pizzas, and conversations about our work. Participants brought their own sleeping bags and waterproof covers, raising sponsorship for the charity. Rain or shine, the night was spent outdoors, followed by coffee and breakfast rolls the next morning. We aim to grow Sleepout each year.

In our **Christmas Tree Recycling** initiative, we collect and recycle real Christmas trees in exchange for donations. Supported by a local business, we deployed two vans and volunteers for collections in January. The trees benefit the banks of the River Ribble, creating wildlife habitats. This recycling effort also raises funds for Age UK Lancashire.

Our **Canoe Challenge 23** saw four teams paddling from Preston to Lancaster, with two additional teams joining at Garstang for a shorter route. This event attracted social media coverage and enthusiastic supporters. University of Central Lancashire contributed by filming the event, providing valuable footage for future promotion.



Thank you to local businesses

We were honoured to be the recipient charity for the Bay Business Awards, held at Morecambe Football Club, raising over £800.

We continue to generate funds through the collection of used stamps across Lancashire, raising over £1,000 this year.



Local business Raymond James Ribble Valley collected items for our One Good Item appeal and hosted a Fashion Show, raising just over £1,000. The Business Network Group's Christmas lunch event raised funds through a raffle, with each charity receiving over £400. A generous boutique owner donated end-of-sale items to support our retail teams. The Unique Ladies network group donated all proceeds from their International Women's Day event, presenting us with a cheque of £1,000.

We aim to establish partnerships with more local businesses to support their Corporate Social Responsibility objectives and fundraising targets through innovative ideas.

Community Engagement

During the post-pandemic reopening in Lancashire, our Community Engagement Manager successfully conducted face-to-face talks with community and NHS support groups. These sessions focused on Scams Awareness and Digital Inclusion, both projects funded by Age UK national. We reached 1,058 individuals, providing them with crucial information and encouraging them to seek personalised support from our team.

Our Retirement Planning Workshops garnered interest from across England and Wales. Collaborating with seven organisations, we delivered workshops tailored to early, mid, and late-career stages, benefiting 193 participants. The demand for these holistic workshops continues to rise, and we anticipate working with numerous additional companies in Lancashire and beyond during 2023-24, reflecting our commitment to developing this area of work.

In partnership with Lancashire Fire and Rescue, Cadent, and Electricity North West (ENWL), we launched a Winter Resilience campaign. As part of this initiative, we distributed thermometer cards with home safety and energy-saving information. To address concerns about winter power outages, we supported ENWL's Extra Care Register, signing up eligible residents. Additionally, we provided winter warmth packs, thermal mugs, ferrules, and heated fleece blankets to our most vulnerable clients. At NHS respiratory and community group meetings, we reached 900 individuals with valuable information and resources. A Winter Resilience event in Haslingden provided a free lunch for 60 local residents, and 92 individuals took advantage of mini health checks.

Our Community Engagement Manager played a crucial role in supporting the Dementia Team. They co-led the Bay Information and Carnforth Memory Groups alongside local NHS staff, providing vital assistance to individuals living with dementia and their caregivers. The Manager also continued to support Older People's Friends and Forums Groups, as well as participate in safe and warm events at libraries during the winter months.

Thanks to funding from the Arts Council, we created the "Right Royal Reminiscences" book and voice recording to celebrate the late Queen's Platinum Jubilee. Attendees of our Day Clubs shared humorous stories of their encounters with members of the Royal Family, creating a delightful project.

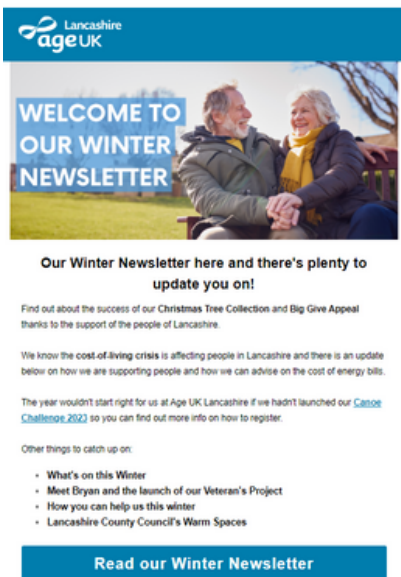


Marketing & Communications

Within Marketing and Communications we continue to raise the brand awareness of the charity through a multi-channel approach including digital, print advertisement, email marketing, local and regional media outlets (radio, newspaper).

We continue to use Access Limited to support us with effectively spending our Google Ad grants, and this continues to make a huge difference with generating traffic to the site and promoting specific campaigns and information. Using Access has contributed to us increasing our user visits by 32% from 51,858 to 68,458.

Social media continues to be an important way we promote, update, and inform our customers. Across Facebook, Twitter, Instagram, and LinkedIn our following increased by 1,000 and now totals 8,696. Hootsuite continues to be a useful tool to support our social media strategy by allowing us to gain insights and evaluating the performance of our posts so we can continually improve and engage our audiences.



Our Mailchimp subscribers have increased to over 2000 and we have a more holistic approach through retail and our CRM system to grow our subscribers. As a result of the increase in our subscribers we have increased our communications from just our quarterly newsletters to more specific campaigns such as fundraising events. Mailchimp is also now being used to communicate out to those that have donated through Gift Aid and in doing so saving cost of printing.

The 'Big Give' and 'Gift of Kindness' formed our winter appeal asking the public to donate money and items that would be used to support vulnerable older people in Lancashire. Both campaigns were a success receiving over 80 boxes that were given out in the community as well as receiving a total of £3,557.26 through the Big Give appeal where we received both corporate and public support.

In line with our Business Development strategy, the marketing focus has been on telling the story of Age UK Lancashire and bringing our work to life through the clients we support and the impact we have on their lives. This will continue into next year pulling together a wide range of content that promotes our services and our impact.



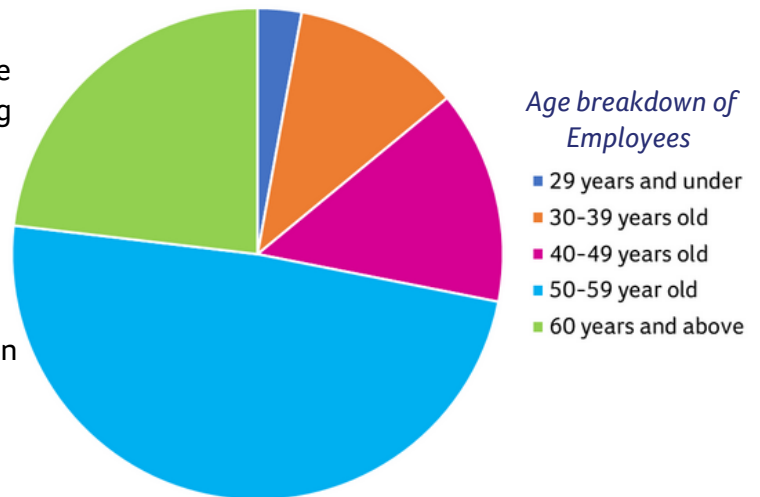
OUR PEOPLE & VALUES

Our People & Volunteers

Throughout the year, the charity employed an average of 241 employees, with 52 employed full time, 115 employed part time and 74 working on casual contracts.

Age UK Lancashire is an age diverse employer, we have increased the number of people under the age of 35 working for our charity, alongside recognising and valuing the contribution made by our older colleagues. 72% of our colleagues are over the age of 50, and 5 colleagues are over the age of 70.

The flexible working options we provide as an organisation, as well as the diverse range of roles on offer, enables us to employ individuals such as those with caring responsibilities, and those who may need to work around other life commitments.



Volunteers

During the year the workforce and capacity of the charity was significantly boosted by an average of 112 active volunteers who dedicated approximately 2500 hours a month of their time and skills across various areas of the charity. We are hugely grateful for the support of our volunteer teams and the value that they add to our services.

In 2021-2022 we saw a large number of our longer serving volunteers leave our organisation, a high proportion of these leavers were due to Covid or issues relating to health. During 2022-2023 we have seen this number steadily increase as new volunteers are recruited to support our work, with the largest increase in numbers within our Retail division.





Our Values & Cultures

Our Annual Colleague Survey 2022 achieved its highest ever completion rate of 90%, up from 80% in 2021, and 74% on 2020. These levels of engagement with surveys, compared to other charities and organisations, are extremely high and a positive indicator of the inclusivity and open feedback culture that is present at Age UK Lancashire.

Our overall 'Engagement Score' for those completing the survey was 98.6%, up from 97.5% in 2021.

Engagement Score Questions from Annual Colleague Survey 2022	2020	2021	2022	Change from 2021 to 2022
I like my job and enjoy coming to work	100%	97%	99%	Up 2%
My work gives me a feeling of personal accomplishment	100%	96%	99%	Up 3%
I intend to be working here in a years time	95%	96.5%	97%	Up 0.5%
I would recommend Age UK Lancashire as an employer to friends and family	97%	98%	100%	Up 2%
I am proud to work at Age UK Lancashire	98%	100%	98%	Down 2%
<i>Ratings captured in the scores above were 'Strongly Agree' and 'Agree'</i>				

When asked what 3 words best describe the culture at Age UK Lancashire, responses given included:

- Caring by 37% of respondents
- Supportive by 23% of respondents
- Inclusive by 21% of respondents
- Friendly by 14% of respondents
- Compassionate by 9 % of respondents
- Other words chosen by colleagues to describe our culture were: Open, Kindness, Fair, Helpful, Respect, Considerate, Approachable, Values, Trustworthy, Amazing



Maintaining these high levels of satisfaction and engagement, living our values, enhancing our culture, and supporting resilience in our colleagues remain a priority through 2023-2024.

"I don't know anyone who works for Age UK Lancashire who doesn't think it's a good place to work. Looking after wellbeing and having flexibility are not possible with lots of other employers, and the culture at Age UK Lancashire makes it easy to continue enjoying work, even when outside issues make things difficult"

"I work with dedicated, supportive, hardworking people who strive to improve the lives of people in need in our local area. The organisation, in my opinion, strives to do everything in its power to support its employees both personally and professionally. This helps to ensure that its employees' quality of life is also supported and respected."

Engaging with our Colleagues

As well as gathering feedback through our annual and quarterly colleague surveys, our Colleague Engagement Group continues to meet quarterly, bringing feedback and views from across the business. In 2022 our Colleague Engagement representatives have supported us to create a volunteer feedback survey, have advised on and reviewed our Carers and Dependants Leave Policy, given feedback on our Equity, Diversity and Inclusivity plans, have supported a review of annual leave entitlements, and helped us to shape our 'cost of living' support package.

Digital Transformation

A key priority for the People team through the year ahead is to continue our digital transformation, we have made significant steps forward by introducing a HRIS platform (UKG), increasing access to digital forms and paperwork, and upskilling and raising the confidence levels of our colleagues when using digital systems. This digital transformation is a key part of Colleague engagement, using digital tools to ensure colleagues feel connected, understand the wider organisation, and feel they can have their voices heard.

Equality, Diversity & Inclusivity (EDI)

Equality, Diversity and Inclusion (EDI) is deeply important to Age UK Lancashire, alongside championing EDI for older people, we are committed to valuing diversity and difference in our colleagues, creating an inclusive working environment where people feel free to be their whole selves.

In 22-23 we undertook a full EDI survey, alongside creating a dedicated section for EDI within our 2022 Annual Colleague Survey.

"This is the most inclusive, non-judgemental and supportive employer I have ever had."

Remuneration

Age UK Lancashire maintains a transparent system for remunerating all employees including senior management. All staff are paid according to a clearly defined scale. In addition to regular external benchmarking of our roles, our salaries are reviewed annually by our Trustees who make the final decision regarding pay increases, including that of our senior team. Decisions are made based on the Reward & Recognition Principles in our strategy. As part of our commitment to transparency and equity of approach, AUKL operate a maximum multiplier of 5:1 for CEO pay.

- That we are seen as an open and inclusive organisation by our colleagues, and their experiences of working here support that.
- That generally managers are open, listen and are fair, creating opportunities for people to provide feedback regularly.
- That where issues have been raised, they are dealt with professionally, fairly and consistently.
- That we need to raise awareness of the different elements of EDI, how it impacts on all colleagues across the organisation, and our customers.
- That colleagues often feel uncomfortable asking questions of clients and customers about EDI, and this may prevent them from capturing accurate information.
- That we need to provide development opportunities to enable colleagues to feel comfortable talking openly about, and asking and answering questions about EDI.

EDI Plans for 2023-2024

In response to the information collected in both surveys, we have created an action plan framework that includes feedback provided by colleagues, suggestions for ways we can develop our approach to EDI and also a focus on increasing our customer EDI data collection.

We will establish a working group of colleagues from across the organisation to workshop how we can communicate more effectively about EDI, how we can increase colleagues' levels of awareness, knowledge, and comfort when discussing EDI, and the review of policies, procedures and practices in areas such as recruitment.

IT, DIGITAL & ARTIFICIAL INTELLIGENCE

A constantly evolving digital and IT landscape offers us both challenges and opportunities.

We have invested in a new finance package and a new system for our management of people and their data, both which come at significant cost financially as well as the resources required to implement and develop them.

We have benefitted from the introduction of office365 and our move to the cloud and a new outsourced IT & support company (Qlic).

All of the above developments are positive and support efficiency across the charity, but they of course add cost to our bottom line (and not all funders want to cover full cost recovery), which remains a challenge.

Not all of our staff are as IT literate as we would like and we will carry out a more detailed audit and analysis of this in 23-24 so that we can put appropriate training and support in place.

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 charity's 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 an 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.

Reserves, Finance Review and Investments

We made a surplus in the year of £100,694 (2022 surplus of £138,120).

The charity's subsidiary trading company was dormant during the year but we received a final compensatory payment of £68,695 in 2022/23 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 we can protect ourselves in the event of a sudden or unexpected drop in income and ensure we can take advantage of opportunities to invest or expand, should they arise.

The funds in our reserves amounted to £1,538,039. This amount includes £276,150 of endowment funds, £125,598 of restricted funds allocated for specific projects, and £250,000 of designated reserves relating to our investments leaving £810,739 of free reserves (which excludes fixed assets).

The existing reserves policy is based on drops in income from our approved budget and ensuring 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 adverse scenarios from Trustees approved budget:

- To cover 24 months net costs expected if income fell 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 £1.7m to comply with the worst of these scenarios. As at 31st March the free reserves are £810,739 leaving a shortfall against our policy at this time.

We will continue to monitor our reserves in the future. We plan to review our reserves policy in 2023-24 to suit our growing organisation.

Investments

This year, the Trustees developed an investment policy and strategy to support their decision to invest £250,000 of surplus cash to ensure that it was bringing in additional income for the charity and making the most of our available resources. Following a tender process, we appointed Quadros (now Equity & General). Our main objective with these investments are to out-perform the available bank interest rates. The Trustees discussed their risk appetite (low) for the investments and their ethical and environmental considerations adopting an ethical portfolio.

Our Financial Adviser (Equity & General) and Discretionary Fund Manager (Investec) attend our Finance, Audit & Risk Committee every 6-months to discuss the investments, review performance and to answer questions that the Trustees have.

The Trustees also approved the use of Flagstone for cash management, to ensure that we achieved the best interest rates for our surplus cash and to maximise our Financial Services Compensation Scheme (FSCS) protections. Our performance is reviewed regularly and reported to Trustees quarterly.



PROGRESS AGAINST PRIORITIES

In last year's Annual Report, we identified our priorities for the coming year and we are pleased to report progress against those priorities.

Operations

WHAT WE SAID WE WOULD DO	WHAT WE DID
<i>We will increase our customer reach by consulting with different communities</i>	We set up a Bengali ladies group in East Lancashire and also a CST group for South Asian communities. Our customer reach increased to 59,510 contacts in year.
<i>We will develop an Elective Recovery model of service delivery</i>	Service began in October 2022 and has engaged with Hospital trusts and primary care and now has 5 Digital Navigators.
<i>We will measure customer diversity more stringently to ensure our services meet the needs of our population across Lancashire</i>	We increased ethnicity recoding from 136 to 405 in the year (those who are not White British)
<i>We will reshape our customer feedback and measure impact through a variety of tools</i>	2 customer feedback projects were undertaken. 100% of customers are likely or very likely to recommend us to friends and family and only 2 said that their needs were not met but would still recommend.
<i>We will devise an internal reporting template that will enable all services to monitor performance on one document</i>	A power BI operational dashboard was developed. In Y2 this will developed further so can be reported quarterly to Trustees
<i>We will increase our support for those living with Dementia and their carers, increasing our MCST & CST offer.</i>	223 CST sessions were delivered vs 60 in the previous year
<i>We will monitor closely themes coming through our customer service 0300 telephone line</i>	Our reporting system for 0300 is now accurate enabling the team to report themes – cost of living and practical support being the 2 main themes. This helps us to design services & to seek funding which are evidence based on need
<i>We will rebrand our information and advice services – Core Services</i>	Core Services Manager appointed for core services.

Business Development

WHAT WE SAID WE WOULD DO	WHAT WE DID
<i>We will build our unrestricted income by investing in new shops and in our individual giving strategy</i>	Our new Individual Giving Manager, started in October 2022 and we are going to be opening our 9th shop in Burnley in May 2023
<i>We will research and identify the needs of local older people</i>	Utilising the newly released census figures, we have researched the developing needs of the growing numbers of older people in Lancashire, Blackpool & North Sefton to ensure that we are continuing to focus on the presenting needs.
<i>We will start to connect meaningfully with the ICS and influence commissioning</i>	We have established some robust connections with the new ICS and have secured some early commissioned work allowing us to develop joint working practices. Our CEO is on the Interim Place Partnership Board.
<i>We will continue to grow our corporate income and nurture our partnerships</i>	Our corporate income continues to grow, although not at the rate anticipated which is largely due to the external economy and rising costs. Some great partnerships have been developed and new relationships forged which continue to support the charity and raise awareness of our brand.
<i>We will expand our external training offer, particularly through increasingly popular Retirement Planning Workshops</i>	This was our most successful year yet, raising over £16,000 from sales of training workshops and delivering to 6 new businesses.
<i>We will create a new organisational case for support and develop the storytelling culture in the charity</i>	Our storytelling has gone from strength to strength this year as we welcomed a new Marketing Manager to the team who has experience in this area of work. Our newsletter is now published 9 times per year, rather than quarterly and our MailChimp subscribers have increased to over 2,000.
<i>We will develop our will writing surgeries</i>	We have grown our Will writing surgeries back to pre-pandemic levels and have plans for further growth, welcoming new solicitors on-board so we have greater geographical coverage.
<i>We will continue to increase our social media reach and raise our profile</i>	We exceeded our targets for social media reach, engagement and followers this year and have audited our website to make it fully fit for purpose and an excellent gateway to services and information for older people.

Finance

WHAT WE SAID WE WOULD DO	WHAT WE DID
<p><i>We will continue to develop our Jet reporting, taking account of the needs of different internal and external stakeholders</i></p>	<p>We developed Jet reports to deliver summary and detailed information to our Senior Management Team and wider colleagues on both a monthly and ad hoc basis. We introduced payroll reports by service.</p>
<p><i>We will develop a new cashflow model to ensure that we have increased oversight of our longer-term cash position</i></p>	<p>We developed a new cashflow model which enables us to forecast cashflow patterns more accurately. Allowing us to allocate our resources efficiently and make the most of interest and investment earning opportunities while maintaining sufficient working capital for day-to-day business needs. The ongoing development of the model enables us to make better informed financial decisions and mitigate risks.</p>
<p><i>We will establish new investments for our surplus cash and introduce software to facilitate our cash management and to maximise our FSCS protection</i></p>	<p>We commenced our first investments in Oct 2022 using a broker whom we have developed a relationship with to invest in equities and bonds to deliver longer term returns for the organisation. We began using the Flagstone Platform from Sept 2022. This is a cash deposit platform that allows us to securely maximise both our FSCS protection and revenue generated of surplus cash.</p>
<p><i>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.</i></p>	<p>By closely examining our workflows, systems used and operational procedures we have identified where Business Central can help us along with Jet reporting. We have improved our process notes finance wide and will continue to do so.</p>

People

WHAT WE SAID WE WOULD DO THIS YEAR	WHAT WE DID THIS YEAR
<p><i>We will build awareness of our surveys and increase the response rate across all areas</i></p>	<p>We increased our response rate for the check in surveys from 72% to 83%. Our Annual Colleague Survey was completed by 90% of colleagues, an increase of 10% since 2021.</p>
<p><i>We will formalise our hybrid working approach to include at home DSE & Risk Assessments</i></p>	<p>We have continued to provide extensive working from home and flexible working options. We have automated the Working at Home Risk Assessments and DSE Assessments in UKG and included as part of the onboarding process.</p>
<p><i>We will review our compressed & flexible working options to ensure they are as accessible as possible</i></p>	<p>Flexible and compressed working is reviewed as part of the regular 121 process. We have continued to provide flexible working options and compressed working options and increased compressed working options to include 'weekly compressed hours' for roles where business needs allow it. We have consulted with CEG and developed an enhanced Carers and Dependents Leave offer.</p>
<p><i>As part of the 3rd year of our 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.</i></p>	<p>We provided £104,000 in Cost-of-Living support in October / November 2022 which included one-off payments, limited value shopping vouchers and heated gilets. We have reviewed the pension offer including salary exchange pensions and this will be moved for consideration in to 23-24. We have introduced enhanced Carers and Dependents Leave.</p>
<p><i>We will deliver and launch the core modules of UKG ensuring that insights are being drawn to drive change across the business</i></p>	<p>UKG core HR and Time modules were launched in 22-23 with significant time investment given to training, creating and writing training manuals, training videos and delivering in person training. Improvements have been reported across the management team in relation to areas such as onboarding and access to colleague information.</p>
<p><i>We will establish the Diversity, Equity & Inclusivity working group to support the development of the D,E & I strategy, review our policies and procedures and to consider how we can improve the equity within Age UK Lancashire.</i></p>	<p>Time constraints have meant we weren't able to establish a working group in 22-23, we did undertake a full EDI survey, and create a dedicated section in our Annual Colleague Survey to collecting feedback on EDI. This feedback will help to shape the priorities for the working group in 23-24 and also allow us to identify key training requirements.</p>
<p><i>Complete a full audit of our volunteers across all services with the aim of holding an accurate register and information within UKG</i></p>	<p>We completed a full active volunteer audit in November 2022. This identified a requirement to digitise our Volunteer paperwork, collate all paper versions of volunteer documentation and to update missing or out of date records that were held. This documentation review and update began in February 2023.</p>

OUR PRIORITIES FOR 2023/24

We have identified the following areas as priorities for 23-24.

People

- As part of the Reward & Recognition review, we will be undertaking a full benchmarking review in late 2023 to include both external and internal evaluation, and a complete review of all our job descriptions.
- As part of a benefits review, we will be undertaking a pensions review, including current levels of pension contributions, as well as the full consideration of salary sacrifice pensions.
- We will launch the Recruitment module in UKG, along with delivering a review of Recruitment processes and paperwork.
- In response to the Equality, Diversity & Inclusivity (EDI) survey of 2022 and the feedback in the Annual Colleague Survey, we will be establishing an EDI working group who will create an EDI Action Plan framework to include training and development needs.
- As part of our digital transformation, we will undertake a review of our volunteer recruitment, onboarding, and ongoing support paperwork, to create efficiency and increase accuracy of data collection and retention.
- As part of our engagement strategy with volunteers, and to create opportunities for volunteers to have their voice heard, we will deliver our first volunteer survey in 2023, with a regular schedule being created for future surveys and resulting action plans.

Operations

- Embed digital solutions across teams.
- Continue to improve reporting from Customer Helpline to support service improvement and identify gaps in provision.
- Increase our customer reach.
- Continue to develop our internal reporting capabilities.
- Expand our Dementia service offer.
- Reduce paper by utilising online solutions for recording customer information.
- Continue to improve and evidence positive outcomes for our customers.



Finance

- Continue to train and develop the finance team.
- Continue to build relationships and business partner across all Age UK Lancashire teams to inform decision making.
- Continue to streamline processes and develop our financial reporting.
- Build upon the budget/forecasting work carried out in 22/23.
- Update our reserves strategy and manage reserves to maximise opportunities and minimise risk.
- Continue to utilise & maximise investment opportunities.

Business Development & Fundraising

- Continue to secure grants and contracts that support our core areas of work.
- Build on developing relationships with the new ICS and other commissioning bodies.
- Increase our income from individual giving and legacies.
- Continue to increase our social media reach, engagement and followers and our newsletter subscriptions.
- Increase the number of Will writing surgeries achieving coverage across the whole of our area of benefit.
- Continue to embed a storytelling culture across the charity to clearly show the link between the needs of older people in Lancashire and how Age UK Lancashire is meeting those needs.
- Continue to expand delivery of our Retirement Planning workshops to businesses and individuals.



THANK YOU TO OUR SUPPORTERS & DONORS



ADMINISTRATIVE INFORMATION

Trustees

Victoria Buyer (Chair)
Catherine Wilkinson (Treasurer)
Susan Ferm
Clare Barlow
Jean-Bruno Villette
Adil Patel
Julie Gonda
Anthony Pounder (appointed 08.09.22)
Graham McConnell (appointed 24.01.23)
Amrita Govindji-Bruce (appointed 10.07.23)
Rimpy Batta (resigned 11.03.23)
Paul Faulkner (resigned 08.09.22)

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 and Organizational Development
Cath Molyneux – Finance Director

Principal Charity Office

Wellbeing Centre
Moorgate
Ormskirk
L39 4RY

Registered Charity Number:

1142294

Registered Company Number:

072000267

Auditors

Rotherham Taylor
21 Navigation Business Village
Navigation Way
Ashton-on-Ribble
Preston
PR22 2YP

Bankers

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

Solicitors

Naphens
7 Winckley Square
Preston
PR1 3JD

Investment Advisers

Equity & General
2 Charterhouse Mews
London
EC1M 6BB

This report was approved by Trustees on 23rd 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 2023

Opinion

We have audited the financial statements of Age UK Lancashire "the charitable company" for the year ended 31 March 2023 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 55 to 70. 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 2023 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.

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);

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES
OF AGE UK LANCASHIRE
FOR THE YEAR ENDED 31 MARCH 2023**

- 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
- 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 5, 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 financial statements.

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 gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates and considered the risk of the charitable company not complying with the applicable laws and regulations including fraud in particular those that could have material impact on the financial statements. This included those regulations directly related to the financial statements, including financial reporting and tax legislation. In relation to the operations of the charitable company this included compliance with the Companies Act 2006, Charities Act 2011, and SORP 2019

The risks were discussed with the audit team, and we remained alert to any indications of non compliance through the audit. We carried out specific procedures to address the risks identified. The included the following:

- reviewing minutes of Board meetings, reviewing and correspondence with the Charity Commission, agreeing the financial statement disclosures to underlying supporting documentation, and enquires of management and officers of the charitable company.

AGE UK LANCASHIRE

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS AND TRUSTEES
OF AGE UK LANCASHIRE
FOR THE YEAR ENDED 31 MARCH 2023**

• management override: To address the risk of management override of controls, we carried out testing of journal entries and other adjustments for appropriateness. We reviewed systems and procedures to identify potential areas of management override risk.

We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulations. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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. 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.



Nicholas Smith FCCA (Senior Statutory Auditor)

For and on behalf of Rotherham Taylor

Chartered Accountants and Statutory Auditors

21 Navigation Business Village,

Navigation Way

Ashton on Ribble

Preston

PR2 7YP

23rd November 2023

AGE UK LANCASHIRE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds	Restricted Funds	Endowment Funds	2023 Total	2022 Total
		£	£	£	£	£
INCOME FROM:						
<i>Donations & legacies</i>						
Donations		63,357	180	-	63,537	91,105
Legacies		76,514	-	-	76,514	129,648
Grants		52,555	331,142	-	383,697	178,609
<i>Other trading activities</i>						
Shop income		657,562	-	-	657,562	720,252
Other income		98,432	-	-	98,432	127,453
<i>Charitable activities</i>						
Provision of services		3,623,180	-	-	3,623,180	2,937,065
Total income	2	<u>4,571,600</u>	<u>331,322</u>	<u>-</u>	<u>4,902,922</u>	<u>4,184,132</u>
EXPENDITURE ON:						
<i>Raising funds</i>						
Shop operating costs	3	700,217	-	-	700,217	702,403
Fundraising	3	87,154	-	-	87,154	3,244
<i>Charitable activities</i>						
Provision of services	4	3,673,340	338,889	2,628	4,014,857	3,340,365
<i>Other expenditure</i>						
		-	-	-	-	-
Total expenditure		<u>4,460,711</u>	<u>338,889</u>	<u>2,628</u>	<u>4,802,228</u>	<u>4,046,012</u>
Net income/(expenditure)	7	<u>110,889</u>	<u>(7,567)</u>	<u>(2,628)</u>	<u>100,694</u>	<u>138,120</u>
Net movement in funds		110,889	(7,567)	(2,628)	100,694	138,120
Reconciliation of funds						
Total funds brought forward	17, 18	1,025,402	133,165	278,778	1,437,345	1,299,225
Total funds carried forward	17, 18	<u>1,136,291</u>	<u>125,598</u>	<u>276,150</u>	<u>1,538,039</u>	<u>1,437,345</u>

All incoming resources and resources expended derive from continuing activities

The notes on pages 55 to 70 form part of these accounts

AGE UK LANCASHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds	Restricted Funds	Endowment Funds	2023 Total	2022 Total
		£	£	£	£	£
INCOME FROM:						
<i>Donations & legacies</i>						
Donations		63,357	180	-	63,537	91,105
Legacies		76,514	-	-	76,514	129,648
Grants		52,555	331,142	-	383,697	178,609
<i>Other trading activities</i>						
Shop income		657,562	-	-	657,562	720,252
Other income		98,432	-	-	98,432	127,453
<i>Charitable activities</i>						
Provision of services		3,623,180	-	-	3,623,180	2,937,065
Total income	2	<u>4,571,600</u>	<u>331,322</u>	<u>-</u>	<u>4,902,922</u>	<u>4,184,132</u>
EXPENDITURE ON:						
<i>Raising funds</i>						
Shop operating costs	3	700,217	-	-	700,217	702,403
Fundraising	3	87,154	-	-	87,154	3,244
<i>Charitable activities</i>						
Provision of services	4	3,673,340	338,889	2,628	4,014,857	3,340,365
Total expenditure		<u>4,460,711</u>	<u>338,889</u>	<u>2,628</u>	<u>4,802,228</u>	<u>4,046,012</u>
Net income/(expenditure)	7	<u>110,889</u>	<u>(7,567)</u>	<u>(2,628)</u>	<u>100,694</u>	<u>138,120</u>
Net movement in funds		110,889	(7,567)	(2,628)	100,694	138,120
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Total funds brought forward	17, 18	1,025,402	133,165	278,778	1,437,345	1,299,225
Total funds carried forward	17, 18	<u>1,136,291</u>	<u>125,598</u>	<u>276,150</u>	<u>1,538,039</u>	<u>1,437,345</u>

All incoming resources and resources expended derive from continuing activities

The notes on pages 55 to 70 form part of these accounts

AGE UK LANCASHIRE

BALANCE SHEETS AS AT 31 MARCH 2023

	Note	Group 2023	Group 2022	Charity 2023	Charity 2022
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11	351,702	374,524	351,702	374,524
Investments	12	256,837	-	256,937	100
Investment in Joint venture	12	6	6	6	6
		<u>608,545</u>	<u>374,530</u>	<u>608,645</u>	<u>374,630</u>
Current Assets					
Stocks	13	75,220	82,723	75,220	82,723
Debtors	14	569,153	592,696	570,785	594,327
Cash at bank and in hand		985,912	1,277,991	984,180	1,276,260
		<u>1,630,285</u>	<u>1,953,409</u>	<u>1,630,185</u>	<u>1,953,309</u>
Creditors					
Amounts falling due within one year	15	(700,790)	(890,595)	(700,790)	(890,595)
		<u>929,495</u>	<u>1,062,814</u>	<u>929,395</u>	<u>1,062,714</u>
Net Current Assets					
		<u>929,495</u>	<u>1,062,814</u>	<u>929,395</u>	<u>1,062,714</u>
Net Assets					
		<u><u>1,538,039</u></u>	<u><u>1,437,345</u></u>	<u><u>1,538,039</u></u>	<u><u>1,437,345</u></u>
Capital and Reserves					
Unrestricted funds					
- General funds	17	886,291	1,025,402	886,291	1,025,402
- Designated funds	17	250,000	-	250,000	-
		<u>1,136,291</u>	<u>1,025,402</u>	<u>1,136,291</u>	<u>1,025,402</u>
Restricted funds					
- Endowment fund	18	170,000	172,000	170,000	172,000
- Revaluation reserve- endowment fund	18	106,150	106,778	106,150	106,778
- Other restricted funds	18	125,598	133,165	125,598	133,165
		<u>401,748</u>	<u>411,943</u>	<u>401,748</u>	<u>411,943</u>
		<u><u>1,538,039</u></u>	<u><u>1,437,345</u></u>	<u><u>1,538,039</u></u>	<u><u>1,437,345</u></u>

Approved by the Trustees and authorised for issue on 23.11.2023



Catherine Wilkinson
Trustee

Company Number 07200267

The notes on pages 55 to 70 form part of these accounts

AGE UK LANCASHIRE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

	Note	Group 2023 £	Group 2022 £
Cash flows from operating activities:			
Net cash flow from operating activities	23	<u>(42,446)</u>	198,740
Cash flows from investing activities:			
Purchase of tangible fixed assets		(1,925)	(46,761)
Disposal of tangible fixed assets		2,292	-
Purchase of investments		<u>(250,000)</u>	-
Net cash used in investing activities		<u>(249,633)</u>	<u>(46,761)</u>
Change in cash and cash equivalents in the reporting period		(292,079)	151,979
Cash and cash equivalents at the beginning of the reporting period		1,277,991	1,126,013
Cash and cash equivalents at the end of the reporting period	24	<u>985,912</u>	<u>1,277,992</u>

The notes on pages 55 to 70 form part of these accounts

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

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 2023. 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.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 Principal accounting policies (continued)

i. 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.

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 policy 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.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1 Principal accounting policies (continued)

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 £63,537 (2022: £91,105) including restricted donations of £180 (2022: £22,865). Legacy income totalled £76,514 in the year (2022: £129,648).

Other income totalled £98,432 (2022: £127,453) including £8,293 insurance income (2022: £NIL), £68,695 non trading compensation from Age UK (2022: £68,695) and £NIL from furlough income (2022: £7,471).

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3 Expenditure on Raising Funds

	Shop Operating		2023 Total
	Costs	Fundraising	
Direct Costs	£	£	£
Salaries NI and pensions	338,382	81,997	420,379
Premises costs	179,755	1,512	181,267
Other costs	43,567	3,513	47,080
Administration costs	22,515	132	22,647
	<u>584,219</u>	<u>87,154</u>	<u>671,373</u>
Support Costs allocated to Raising Funds			
Support Costs (see note 6)	115,998	-	115,998
Total Support Costs	<u>115,998</u>	<u>-</u>	<u>115,998</u>
Total Costs for Group in year to 2023	<u>700,217</u>	<u>87,154</u>	<u>787,371</u>
Total Costs for Charity in year to 2023	<u>700,217</u>	<u>87,154</u>	<u>787,371</u>

	Shop Operating		2022 Total
	Costs	Fundraising	
Direct Costs	£	£	£
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>
Support Costs allocated to Raising Funds			
Support Costs	132,279	-	132,279
Total Support Costs	<u>132,279</u>	<u>-</u>	<u>132,279</u>
Total Costs for Group in year to 2022	<u>702,403</u>	<u>3,244</u>	<u>705,647</u>
Total Costs for Charity in year to 2022	<u>702,403</u>	<u>3,244</u>	<u>705,647</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

4 Expenditure on Charitable Activities

	2023	2022
	Provision of	Provision of
	Services	Services
Direct Costs	£	£
Salaries, NI and Pensions	3,284,699	2,746,156
Other employment costs	31,938	20,067
Premises costs	88,294	87,575
Minibus and travel	109,884	98,608
Communication	58,824	45,235
Legal and professional fees	21,426	1,809
Day care consumables	39,613	27,605
Repairs and renewals	34,866	41,479
Printing, postage and publicity	24,458	18,917
Maintenance contracts and subscriptions	18,063	8,127
Volunteer expenses	5,586	5,524
Leasing costs	3,178	2,501
Room Hire	11,023	7,988
Marketing costs	4,359	924
Activities	1,175	583
Sundries and cleaning	8,208	13,996
Consultancy fees	-	10,800
Other costs (including depreciation)	29,395	17,551
	<u>3,774,989</u>	<u>3,155,445</u>
Support Costs allocated to Charitable Activities		
Support Costs (see note 6)	222,750	169,229
Governance costs	17,118	15,691
Total Support Costs	<u>239,868</u>	<u>184,920</u>
Total Costs for Charity & Group	<u>4,014,857</u>	<u>3,340,365</u>

5 Trading cost of subsidiary

In the year to 31 March 2023 the operating costs of the trading subsidiary amounting to £Nil (2022: £NIL). The subsidiary was dormant in the current and prior year.

6 Analysis of Support Costs

	Basis of apportionment	2023	2022
		Total	Total
		£	£
Other Employment costs	Allocated on time spent on each income stream	110,040	34,662
Minibus and Travel	Allocated on time spent on each income stream	3,912	2,066
Communication	Allocated on time spent on each income stream	120,049	168,895
Legal and professional fees	Allocated on time spent on each income stream	24,695	27,846
Repairs and renewals	Allocated on time spent on each income stream	21,060	15,912
Printing charges	Allocated on time spent on each income stream	3,291	8,312
Maintenance	Allocated on time spent on each income stream	9,827	4,870
Volunteer expenses	Allocated on time spent on each income stream	-	1,752
Leasing costs	Allocated on time spent on each income stream	502	216
Room Hire	Allocated on time spent on each income stream	562	879
Marketing costs	Allocated on time spent on each income stream	20,223	20,750
Sundries and cleaning	Allocated on time spent on each income stream	1,610	1,933
Depreciation	Allocated on time spent on each income stream	5,452	1,907
Bank charges	Allocated on time spent on each income stream	8,196	7,067
Bad debt	Allocated on time spent on each income stream	6,182	3,750
Shared premises	Allocated on time spent on each income stream	3,147	501
Other costs	Allocated on time spent on each income stream	-	188
		<u>338,748</u>	<u>301,508</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7 Income / (Expenditure)	2023	2022
The net income / (expenditure) is stated after charging/(crediting):	£	£
Operating leases	152,293	146,879
Depreciation	<u>23,419</u>	<u>15,700</u>

8 Auditors' remuneration

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

	2023	2022
	£	£
Audit services		
Charity	9,750	11,100
	<u>9,750</u>	<u>11,100</u>
Other services		
Accountancy services	4,444	4,444
Subsidiary accountancy	<u>1,135</u>	<u>1,100</u>
Consolidated	<u>5,579</u>	<u>8,000</u>

9 Information regarding employees and trustees

	2023	2022
Average number of employees in the period		
- Full time employees	53	41
- Part time employees	188	183
	<u>241</u>	<u>224</u>
Average number of employees	<u>241</u>	<u>224</u>
Full time equivalent number of employees	<u>141</u>	<u>132</u>

Staff costs comprise:	£	£
- Wages and salaries	3,404,862	2,856,908
- Redundancy costs	-	18,614
- Social security costs	231,948	158,401
- Pension contributions	68,269	53,534
	<u>3,705,079</u>	<u>3,087,457</u>

During the year there were no redundancy costs (2022:£18,614).

The number of employees whose employee emoluments (excluding employer national insurance and pension contributions) exceeded £60,000 was:

	2023	2022
	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 (2022: £NIL).

Key management personnel of the Charity comprised the Trustees, the Chief Executive Officer, the Finance Director, the Operations Director, the Business Development and Growth Director and the People and Organisational Development Director. The total employee benefits of the key management personnel of the Charity were £311,470 (2022: £254,846), in addition employer pension contributions of £13,870 (2022: £12,210) were paid in respect of their services, and redundancy pay of £nil (2022: £nil).

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 was £68,269 (2022: £53,534).

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

11 Tangible fixed assets - Group and company

	Land & Buildings	Improvements to Buildings	Office Equipment	Fixtures & Fittings	Motor Vehicles	Total
	£	£	£	£	£	£
Cost/Valuation						
Balance at 1 April 2022	281,406	128,080	66,612	23,430	17,500	517,028
Additions	-	-	-	1,925	-	1,925
Disposals	-	-	-	(1,316)	(8,000)	(9,316)
Revaluations	-	-	-	-	-	-
Balance at 31 March 2023	<u>281,406</u>	<u>128,080</u>	<u>66,612</u>	<u>24,039</u>	<u>9,500</u>	<u>509,637</u>
Depreciation						
Balance at 31 March 2022	2,628	95,201	28,568	9,107	7,000	142,504
Charge for the period	2,628	2,562	12,624	4,022	1,583	23,419
Disposals	-	-	-	(988)	(7,000)	(7,988)
Revaluation	-	-	-	-	-	-
Balance at 31 March 2023	<u>5,256</u>	<u>97,763</u>	<u>41,192</u>	<u>12,141</u>	<u>1,583</u>	<u>157,935</u>
31 March 2023	<u>276,150</u>	<u>30,317</u>	<u>25,420</u>	<u>11,898</u>	<u>7,917</u>	<u>351,702</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>

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 had been carried under the historical cost model are as followed:

	Land & Buildings
	£
As at 31 March 2023	
Aggregate cost	200,000
Aggregate depreciation	(30,000)
Carrying Value	<u>170,000</u>

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

AGE UK LANCASHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

12 Investments - Charity	2023	2022
	£	£
Shares in Age UK Lancashire Trading Ltd - at cost	100	100
Investment in Joint Venture - CIC at cost	6	6
Other Investments	256,837	-
Cost and Net Book Value at 31 March 2023 and 2022	<u>256,943</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:

	2023	2022
	£	£
Assets	1,731	1,731
Liabilities	(1,631)	(1,631)
Total reserves (representing £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.

Other Investments

Other investments represents an Investec portfolio which was invested in for the first time during the year.

	2023
	£
Additions	250,000
Unrealised revaluation gain	6,837
Market value at 31 March 2023	<u>256,837</u>

Other investments comprise the following:

	2023	2022
	£	£
UK Fixed Interest	43,614	-
Overseas Fixed Interest	37,878	-
UK Equities	28,339	-
European Equities	5,581	-
North American Equities	8,073	-
Far East & Australasian Equities	5,194	-
International Equities	57,604	-
UK Property	5,749	-
International Property	5,544	-
Alternative Assets	51,803	-
Cash	7,458	-
	<u>256,837</u>	<u>-</u>

Investments - Group	2023	2022
	£	£
Investment in Joint Venture - CIC at cost	6	6
Other investments (as above)	256,837	-
Cost and Net Book Value at 31 March 2023 and 2022	<u>256,843</u>	<u>6</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13 Stocks - Group and Charity		2023	2022
		£	£
Goods for resale		<u>75,220</u>	<u>82,723</u>

14 Debtors	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	301,165	331,817	301,165	331,817
Prepayments and accrued income	265,544	252,326	265,544	252,326
Amount due from subsidiary undertakings	-	-	1,632	1,632
Other debtors	2,444	8,552	2,444	8,552
	<u>569,153</u>	<u>592,696</u>	<u>570,785</u>	<u>594,327</u>

15 Creditors: Amounts falling due within one year	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	64,188	52,678	64,188	52,678
Accruals and deferred income	227,600	196,676	227,600	196,676
Payments received on account for contracts or performance related	346,081	628,632	346,081	628,632
Taxation and social security	62,922	12,609	62,922	12,609
Other creditors	-	-	-	-
	<u>700,790</u>	<u>890,595</u>	<u>700,790</u>	<u>890,595</u>

16 Payments received on account for contracts or performance related grants

Payments received on account for contracts or performance related grants comprises funds received in advance for expenditure to take place in the following accounting period. Included within this figure at 31 March 2023 is £124,753 which is also recognised in year end trade debtors as the contract required the invoice to be raised in the 2022/2023 financial year.

	Group & Charity
	£
Balance at 1 April 2022	628,632
Amount released to incoming resources	(628,632)
Amount deferred in period	346,081
Balance at 31 March 2023	<u>346,081</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17 Unrestricted funds - GROUP & CHARITY	1 April 2022	Incoming	Outgoing	Transfers	31 March 2023
	£	£	£	£	£
Designated funds					
Investment Reserve	-	-	-	250,000	250,000
Undesignated funds	1,025,402	4,571,600	(4,460,711)	(250,000)	886,291
	<u>1,025,402</u>	<u>4,571,600</u>	<u>(4,460,711)</u>	<u>-</u>	<u>1,136,291</u>
	1 April 2021	Incoming	Outgoing	Transfers	31 March 2022
	£	£	£	£	£
Designated funds					
Covid-19 Legal Costs Reserve	75,000	-	-	(75,000)	-
Undesignated funds	907,368	3,835,669	(3,774,980)	57,345	1,025,402
	<u>982,368</u>	<u>3,835,669</u>	<u>(3,774,980)</u>	<u>(17,655)</u>	<u>1,025,402</u>

AGE UK LANCASHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted Funds

Description of Fund	1 April	Incoming	Outgoing	Transfers/ Revaluation	31 March
	2022			*	2023
	£	£	£	£	£
M Bones Legacy	120,000	-	-	-	120,000
ELMS	11,865	-	(11,865)	-	-
Emergency Winter Fund Age UK	1,300	-	(1,300)	-	-
Age UK Friends and Forums	-	5,050	(5,050)	-	-
Rossendale Borough Council	-	180	(180)	-	-
Age UK	-	2,000	(2,000)	-	-
The neighbourly foundation grant	-	1,662	(1,662)	-	-
Tesco	-	1,218	(620)	-	598
Screwfix Foundation	-	5,000	-	-	5,000
Eric Wright Foundation	-	35,000	(35,000)	-	-
Electricity Northwest	-	6,166	(6,166)	-	-
The Headley Trust	-	17,500	(17,500)	-	-
Independent Age	-	10,000	(10,000)	-	-
Eric Wright Foundation	-	5,125	(5,125)	-	-
Age UK	-	5,000	(5,000)	-	-
Age UK	-	10,000	(10,000)	-	-
Armed Forces Covenant Trust	-	15,040	(15,040)	-	-
Progress Housing	-	2,500	(2,500)	-	-
Evans Cornish Foundation	-	5,000	(5,000)	-	-
Chorley Borough Council	-	7,500	(7,500)	-	-
Good Things Foundation	-	2,000	(2,000)	-	-
Ribble Valley Seniors Forum	-	1,750	(1,750)	-	-
Armed Forces Covenant Trust	-	4,513	(4,513)	-	-
Sport England through Age UK	-	1,473	(1,473)	-	-
Age UK	-	39,514	(39,514)	-	-
Health Education England	-	14,063	(14,063)	-	-
Arts Council	-	9,710	(9,710)	-	-
Age UK	-	36,427	(36,427)	-	-
L&SC ICS (through the NHS Tech Fund)	-	52,117	(52,117)	-	-
Armed Forces Covenant Trust	-	7,575	(7,575)	-	-
Awards4All	-	2,257	(2,257)	-	-
Duchy of Lancaster	-	1,000	(1,000)	-	-
LCC	-	9,232	(9,232)	-	-
Fylde Borough Council	-	15,750	(15,750)	-	-
	<u>133,165</u>	<u>331,322</u>	<u>(338,889)</u>	<u>-</u>	<u>125,598</u>
Endowment Fund	172,000	-	(2,000)	-	170,000
Revaluation reserve - Endowment fund	106,778	-	(628)	-	106,150
Restricted funds - Charity and Group	<u>411,943</u>	<u>331,322</u>	<u>(341,517)</u>	<u>-</u>	<u>401,748</u>
Investment in Joint Venture	-	-	-	-	-
Restricted funds - Group	<u>411,943</u>	<u>331,322</u>	<u>(341,517)</u>	<u>-</u>	<u>401,748</u>

AGE UK LANCASHIRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

Restricted Funds Explained :

M Bones Legacy	To support older people in the Morecambe area
ELMS	Grant to support the work of the charity in the East Lancs area
Emergency Winter Fund Age UK	To purchase any emergency resources required for clients during the Winter period
Age UK Friends and Forums	Grant for employee'e time spent supporting Friends & forums.
Rossendale Borough Council	Grant to support the work of the charity in Rossendale
Tesco	To support the Audio Visual preoject for Walton Lane
Screwfix	To purchase solar panels
Eric Wright Foundation	For yse for I&A as per the application
Electricity Northwest	To cover costs of any energy advice
The Headley Trust	To cover costs of any information and advice
Independent Age	Independent Age cost of living grants
Eric Wright Foundation	Additional resources for cost of living response
Age UK	MCST Round 2
Age UK	MCST Round 3
Armed Forces Covenant Trust	Removing barriers
Progress Housing	Grant to support the work of the charity around digital inclusion
Evans Cornish Foundation	Grant to support the work of the charity around digital inclusion
Chorley Borough Council	Grant to support the work of the charity around digital inclusion
Good Things Foundation	Grant to support the work of the charity around digital inclusion
Ribble Valley Seniors Forum	Donations to support work of the charity in the Ribble Valley
Armed Forces Covenant Trust	To contribute to costs
Sport England through Age UK	Tackling Inequalities Fund
Age UK	Scams awareness
Health Education England	DCL Workforce Grant
Arts Council	Let's Create Jubilee project
Arts Council	Digital Champions programme
L&SC ICS (through the NHS Tech Fund)	Digital Inclusion for Elective Recovery
Armed Forces Covenant Trust	Connecting Veterans to their community
Awards4All	Cha and Gupshup sessions
Awards4All	HAS client fund
LCC	Household Support Fund

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

Restricted Funds 2022

Description of Fund	1 April	Incoming	Outgoing	Transfers/ Revaluation	31 March
	2021			*	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)	-	-
Morecambe Bay	-	-	-	-	-
Evans Cornish Foundation	-	-	-	-	-
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 W	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)	-
DCL Workforce Grant	-	-	-	-	-
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
	35,451	348,463	(268,404)	17,655	133,165
Endowment Fund	174,000	-	(2,000)	-	172,000
Revaluation reserve - Endowment fund	107,406	-	(628)	-	106,778
Restricted funds - Charity and Group	316,857	348,463	(271,032)	17,655	411,943
Investment in Joint Venture	-	-	-	-	-
Restricted funds - Group	316,857	348,463	(271,032)	17,655	411,943

19 Analysis of Group net assets between funds

2023	Designated	Unrestricted	Restricted	Endowment	Total
	Funds	Funds	Funds	Funds	2023
	£	£	£	£	£
Tangible fixed assets	-	75,552	-	276,150	351,702
Fixed asset investments	250,000	6,837	6	-	256,843
Current Assets	-	1,504,686	125,598	-	1,630,284
Current Liabilities	-	(420,441)	(280,349)	-	(700,790)
2023 Total	250,000	1,166,634	(154,745)	276,150	1,538,039
2022	Unrestricted		Restricted	Endowment	Total
	Funds		Funds	Funds	2022
	£		£	£	£
Tangible fixed assets	95,747		-	278,778	374,525
Fixed asset investments	-		6	-	6
Current Assets	1,723,326		230,083	-	1,953,409
Current Liabilities	(793,671)		(96,924)	-	(890,595)
2022 Total	1,025,402		133,165	278,778	1,437,345

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20 Changes in resources available for charity use - Group

2023	Unrestricted Funds		Restricted Funds		Total 2023 £
	Designated Funds £	Undesignated Funds £	Restricted Funds £	Endowment Funds £	
	Net movement in funds for the period	250,000	(139,111)	(7,567)	
Net decrease in tangible assets	-	20,194	-	2,628	22,822
Net movement in funds available for future activities	<u>250,000</u>	<u>(118,917)</u>	<u>(7,567)</u>	<u>-</u>	<u>123,516</u>

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 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>

21 Financial commitments and operating leases - Group and Charity

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

	Land & Buildings		Other Assets	
	2023 £	2022 £	2023 £	2022 £
Operating leases which expire:				
Within one year	147,910	115,162	3,688	3,686
Within two to five years	312,095	220,205	-	-
More than 5 years	44,422	-	-	-
	<u>504,428</u>	<u>335,367</u>	<u>3,688</u>	<u>3,686</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 2023 £	Group 2022 £
Net income for the reporting period (as per the statement of financial activities)	100,694	138,121
Adjustments for:		
Depreciation charges	23,419	15,701
(Profit)/ loss on disposal of fixed assets	(1,186)	1,458
Decrease/ (increase) in stocks	7,503	(9,598)
Decrease/ (increase) in debtors	23,543	(352,245)
(Decrease)/ increase in creditors	(189,805)	405,303
Gain on investment valuation	(6,614)	-
Net cash flow from operating activities	<u>(42,446)</u>	<u>198,740</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

24 Cash and cash equivalents

	Group At 1 April 2022 £	Cash flows £	Group At 31 March 2023 £
Cash	1,277,991	(292,079)	985,912
Total	<u>1,277,991</u>	<u>(292,079)</u>	<u>985,912</u>

25 Comparative Consolidated Statement of Financing Activities

	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	2022 Total £
INCOME FROM:				
<i>Donations & legacies</i>				
Donations	68,240	22,865	-	91,105
Legacies	9,648	120,000	-	129,648
Grants	117,703	60,906	-	178,609
<i>Other trading activities</i>				
Shop income	720,252	-	-	720,252
Other income	127,453	-	-	127,453
<i>Charitable activities</i>				
Provision of services	2,792,373	144,692	-	2,937,065
Total income	<u>3,835,669</u>	<u>348,463</u>	<u>-</u>	<u>4,184,132</u>
EXPENDITURE ON:				
<i>Raising funds</i>				
Shop operating costs	702,403	-	-	702,403
Fundraising	3,244	-	-	3,244
<i>Charitable activities</i>				
Provision of services	3,069,332	268,404	2,628	3,340,364
<i>Other expenditure</i>				
	-	-	-	-
Total expenditure	<u>3,774,979</u>	<u>268,404</u>	<u>2,628</u>	<u>4,046,011</u>
Net income/(expenditure)	60,690	80,059	(2,628)	138,121
Gross transfers between funds	(17,655)	17,655	-	-
Net movement in funds	<u>43,034</u>	<u>97,714</u>	<u>(2,628)</u>	<u>138,120</u>
Reconciliation of funds				
Total funds brought forward	982,368	35,451	281,406	1,299,225
Total funds carried forward	<u>1,025,402</u>	<u>133,165</u>	<u>278,778</u>	<u>1,437,345</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**26 Comparative Charity Statement of Financing Activities**

	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	2022 Total £
INCOME FROM:				
Donations & legacies				
Donations	68,240	22,865	-	91,105
Legacies	9,648	120,000	-	129,648
Grants	117,703	60,906	-	178,609
Other trading activities				
Shop income	720,252	-	-	720,252
Other income	127,453	-	-	127,453
Charitable activities				
Provision of services	2,792,373	144,692	-	2,937,065
Total income	<u>3,835,669</u>	<u>348,463</u>	<u>-</u>	<u>4,184,132</u>
EXPENDITURE ON:				
Raising funds				
Shop operating costs	702,403	-	-	702,403
Fundraising	3,244	-	-	3,244
Charitable activities				
Provision of services	3,069,332	268,404	2,628	3,340,364
Total expenditure	<u>3,774,979</u>	<u>268,404</u>	<u>2,628</u>	<u>4,046,011</u>
Net income/(expenditure)	<u>60,690</u>	<u>80,059</u>	<u>(2,628)</u>	<u>138,121</u>
Gross transfers between funds	(17,655)	17,655	-	-
Net movement in funds	43,034	97,714	(2,628)	138,120
Reconciliation of funds				
Total funds brought forward	982,368	35,451	281,406	1,299,225
Total funds carried forward	<u>1,025,402</u>	<u>133,165</u>	<u>278,778</u>	<u>1,437,345</u>

27 Related party Transactions

There are no related party transactions during the year (2022 £NIL)