

COMPANY REGISTRATION NUMBER: 03783205
CHARITY REGISTRATION NUMBER: 1077097

**Age Concern Norfolk Operating as Age UK Norfolk
Company Limited by Guarantee
Financial statements
31 March 2022**



Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Financial statements

Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the directors' report)	1
Independent auditor's report to the members	15
Statement of financial activities (including income and expenditure account)	19
Balance sheet	20
Statement of cash flows	21
Notes to the financial statements	22

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Introduction from the Chair and Chief Executive

In this our 75th Anniversary year, we have continued to provide much needed support to older people across Norfolk.

The events of the last 12 months with the emergence of new strains of Covid giving rise to continuing concern, the ongoing impact on our daily lives and the balance needing to be struck with the lifting of restrictions and providing a safe environment for our clients, staff and volunteers, provided operational challenges but also demonstrated that our work was needed more than ever before.

Our achievements are testament to our ability to think differently; to constantly monitor, adapt and develop our services to meet the needs of the people we support and to ensure the sustainability of the charity. That said, our response to this unprecedented set of circumstances is due in no small way to the unwavering commitment of our truly amazing staff and volunteers.

We are immensely proud of the vital support services we have provided to the older people of Norfolk for the past 75 years. When Covid hit in March 2020, we moved our office-based staff to home working including our information and advice help line, we adapted the way we could support our advocacy and benefits clients and were able to meet the demand experienced by our telephone befriending service of the increasing numbers of older people feeling lonely and isolated.

Whilst many older people benefited for the first time from access to digital technology during the pandemic many older people still need help to take up these opportunities. We were successful in maintaining our digital support services that we set up last year, including engAge our online one-stop shop for later life activities and resources for a further 12 months and have recently secured further continuation funding.

Throughout our 75 years we have a long history of working collaboratively and we know from our experience that bringing together wider skills and experience can achieve so much more.

In collaboration with six other Norfolk-based charities we were successful in tendering for an information and advice service. A feature of this new service which came into operation on 01 April 2022, is a triage element hosted by Age UK Norfolk and Age UK Norwich for professionals seeking information and advice for their clients and for members of the public seeking information and advice for themselves. The experience of working collaboratively together to secure this funding provides opportunities to work together on future joint funding bids to secure full funding for our respective information and advice services.

As Covid restrictions eased we were able to take part in Cuppa Care, a multi-agency pilot project with other established Norfolk charities led by Hear for Norfolk and initiated by the Rotary Club of Norwich. The pilot, which aims to help isolated people to access information to improve their health and well-being, uses a van provided by Hear for Norfolk to visit different locations across the County.

Latterly during the year when more extensive face-to-face work became possible and again in collaboration, we began work in two Norfolk market towns to explore establishing these towns as Age Friendly Communities. Learning from this pilot work will act as a guide for future Age Friendly development projects across the county.

Operational development has continued throughout the year, with work undertaken on future strategy and our core values and with marketing training for our management team. We also appointed an external Data Protection Officer to strengthen our data protection procedures and have recently recruited to a new Business and Performance role.

During the year, we gained some benefit from the gradual return to normal retail activities and the continued development of our online eBay store. However, with the loss of income due to the closure of our business space due to the constraints of Covid and fewer grant opportunities, our income was reduced in the year.

We mitigated this by re-negotiating the terms of our lease and re-purposing our former business space into internal office space and a home for our information and advice and triage team.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

We remain alert to the potential for Covid to continue to impact on the lives of older people and to the environment that we operate in. Our commitment to working collaboratively, our ability to work digitally and to adapt quickly to protect our services and our sustainability places us in a strong position.

Our focus now is on the future, seeking shortfall funding for our core information and advice and Money Matters services and pursuing funding for our Age Friendly Communities pilot work. Looking forward to next year and beyond we relish the challenge of building on our achievements of the past 75 years and further developing our commitment to making Norfolk a great place to grow older.

We would like to thank our staff and volunteers for their tremendous work and our supporters and partners for their support during the year.

Stephen Drake (Chair) & Hilary MacDonald MA (Chief Executive Officer)

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair)
Surjait Singh (Vice Chair)
David Stonehouse (Treasurer)
Roy Dickinson
Anni Hartley-Walder
Graham Robinson
Rachel Buxton
Meryl Smith

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Finance Sub-Committee	David Stonehouse (Chair) Stephen Drake Graham Robinson Meryl Smith
Governance Sub-Committee	Stephen Drake (Chair) Roy Dickinson Surjait Singh Anni Hartley-Walder Rachel Buxton
Senior Management Team	Hilary MacDonald MA (Chief Executive Officer) Victoria Aitken (Head of Operations)
Auditor	Lovewell Blake LLP Chartered accountants & statutory auditor Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
Solicitor	Bates Wells 10 Queens St Place London EC4R 1BE

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Objectives and activities

On 16th April 2010 the organisation changed its operating name to Age UK Norfolk whilst retaining its legal name of Age Concern Norfolk. Consequently, all references in the accounts stating the company's operating name also infer the company's legal name.

What we do

We are a local independent Norfolk charity.

We have over 75 years' experience of providing essential services to older people across the county of Norfolk. Our Services include:

- Information and Advice
- Advocacy and Money Matters
- Telephone Befriending
- Care Navigation
- Digital Inclusion

We are a member of the Age UK Network - a strong partnership of independent Age UK charities across the country.

Independence and partnership are important to us:

- Our partnership with other Age UK charities allows us to share knowledge and expertise, to actively promote the well-being of older people through collective local and national campaigning work and through the range of local support services that we provide. Our nearest local partner, Age UK Norwich, provides services to older people in the City of Norwich.
- Our independence allows us to challenge and advocate on behalf of our beneficiaries without constraint and provides the flexibility and autonomy we need to respond to local needs across Norfolk.

With the help and generosity of our supports we raise our own funds.

Strategic Framework

Each year, Trustees and managers review our strategic framework to ensure that our strategy is relevant for the needs of our beneficiaries and the environment we operate in and that our mission, values and priorities are appropriately aligned.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The framework brings together our mission and our values that drive our strategic objectives and priorities:

- Our **Mission** guides everything we do
- Our **Values** are what we stand for
- Our **Priorities** set out what and how we will deliver

Our Mission is to make Norfolk a great place to grow older.

Our Values are

In November, bringing together our staff and volunteers, we took time to reflect, review and refresh our values and to articulate how they influence our work:

Our ICARE values shape everything we do. They are at the heart of our work and visible in every interaction we have with each other, with the people that we help, their families, other professionals, our stakeholders and supporters.

Teamwork and collaboration are important to us and our ICARE values guide us and the decisions we make as individuals and when working with others:

- **Inform** - We inform others of the work we do and the importance of it for all of the community. We inform people of their rights and we inform people of the impact they can have
- **Commit** - We commit to the cause in each and every action we take. We will commit to giving time and resources to the right things at the right time.
- **Adapt** - We adapt as an organisation, as teams and individuals and respond to the needs of the organisation and changing priorities as they occur.
- **Respect** - We respect every individual and organisation that has any contact with us by listening and understanding their point of view and responding appropriately.
- **Listen** - We enable every person we work with to do best they can and advocate and campaign on their behalf where barriers exist preventing independence.

Our Strategic Priorities

Our strategic plan identified four priority areas

1. Informing and Advising - Helping older people to make informed choices and remain independent;
2. Supporting and Enabling - Improving the health and wellbeing of older people;
3. Maintaining and Developing - Ensuring our sustainability;
4. Listening and Consulting - Valuing the contribution that older people make.

In identifying our strategic priorities we have considered the following factors:

1 in 5 people in Norfolk are currently aged 65 or over, in 2 years' time this will be closer to 1 in 3

1 in 6 people in Norfolk aged 65 or over are income deprived

1 in 5 people in Norfolk aged 65 or over are estimated to be lonely

3 in 5 people in Norfolk aged 70 or over are estimated to not use the internet

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Public Benefit

In setting our strategic priorities and planning activities for the year, the Trustees have complied with their duty in section 17 of the Charities Act 2011 in paying paid due regard to the Charity Commission's guidance on public benefit in deciding which activities the Charity should undertake.

The public benefit of the Charity is as set out in our objects, to promote the relief of older people and in our mission to make Norfolk a great place to grow older. Our key charitable activities - information, advice and advocacy and telephone befriending benefit thousands of older people and their families and carers across Norfolk each year. All these activities are provided free of charge and are available to all older people in Norfolk.

Achievements and performance

Informing and Advising

Last year we said we would:

- Maximise older people's income.
- Provide information and advice.
- Support older people to exercise their rights and have their voices heard.

We have achieved 1,574 benefit appointments, resulting in us identifying and obtaining £3.42M in benefit take-up for older people.

We have received over 9,064 calls to our Advice Line (note this excludes March 2022 calls due to issues with the phone system). The top three enquiry topics were Benefits, Community Care and Travel.

We received 266 referrals to our Care Navigation service. This service has seen a sharp rise in complex cases as Covid-19 restrictions have eased.

In this coming year, our focus will be on delivering and developing on our new information and advice contract and on meeting the increasing enquiries relating to cost of living increases and providing support via our benefits team to older people struggling to make ends meet.

Supporting and Enabling

Last year we said we would:

- Reduce social isolation and feelings of loneliness.
- Support and promote opportunities for people to get together.
- Create Age Friendly communities.

We supported a total 500 people with our Telephone Befriending Service. Our service grew by 7.3% during the year with 322 users at the end of the period.

We supported an average of 161 clients per month with our Money Matters and our Advocacy service, receiving 268 referrals during the period.

We assisted 30 new clients with our NHS complaints service.

We continued to add to the range of activities and events held on engAge our on-line resource for older people across Norfolk. The number of active posts on the engAge site increased 363% with 371 active posts at the end of March 2022. We had 3,516 visits to the website during the same period.

Under our Lets Get Digital project, the number of active users at month end increased from 3 to 11 with 73 hours of direct support given by volunteers to service users.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

With the relaxing of social distancing rules we were able to resume community face-to-face work. With a focus on two Norfolk market towns and working collaboratively with local groups, including Men in Sheds, Neighbourhood Watch and with locally based development workers, we have begun to explore the potential for these communities to become pilot sites for the development and wider roll-out of Age Friendly Communities across Norfolk. This work has included a survey to seek the views of local residents.

In this coming year, we will be putting together a development plan and seeking funding to support Age Friendly Communities pilot work. Through an Age UK and Department of Transport initiative, we will also be supporting older people physically able but requiring a little extra help and encouragement to enable them to gain the confidence to be able to travel independently to take part in regular activities that will have a positive impact on their quality of life.

Maintaining and Developing

Last year we said we would:

- Increase our independent income.
- Invest in our people.
- Ensure our commitment to quality.

We achieved £172,363 in retail sales income, including £27,290 from our eBay on-line store.

We achieved £271,238 in fundraised income in the period, including £42,858 in general donations and £192,974 in grant income.

As Covid restrictions eased during the year and our services and retail activities returned to face-to-face working, we continued to review and update our covid risk assessments to ensure the safety of our staff, volunteers and service users.

A significant number of our staff are now home based and our recent staff survey showed that our staff are happy to for these arrangements to continue.

We appointed a new HR provider and introduced an internal online HR platform allowing staff to digitally access their records, book holiday and to read and sign policies and other documents, including health and safety risk assessments. We also moved over to a new accounts system and invested in a new telephone system to support our new information and advice triage function. We also appointed an external Data Protection Officer to support our data protection processes.

Towards the end of the year, in good time for the start of the new information and advice contract, we appointed to a new role of business and performance officer to support the collating and monitoring of performance data.

In the coming year, our focus will be on generating sufficient income to cover the shortfall in funding for our information, advice and advocacy services and for our telephone befriending service.

Consulting and Involving

Last year we said we would:

- Involve older people in the design and delivery of our services.
- Provide opportunities for older people to share their knowledge and experience.
- Invite older people to get involved in our campaigning and awareness raising.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

We have continued to promote and provide opportunities for older people to share their knowledge and experience by volunteering. During the year, alongside the development of the new Integrated Care System in Norfolk and new VCSEHC Assembly we have worked with local partners to explore how the voices of older people can be heard within these new health and social structures and how their views can help shape the development of future services. This has included consideration of the number of older people's forums that are either no longer operating or severely depleted following the pandemic.

In the past, these forums would have been actively involved in seeking the views of older people.

In the coming year, this work will be extended by bringing together the wider voluntary sector providers to identify how we collectively we can support older people's engagement. With the restrictions of Covid hopefully behind us our focus will also return to involving older people in campaigning and awareness raising.

Our Staff and Volunteers

We recognise that our most important resource is our staff and volunteers, and we are committed to employee and volunteer engagement and learning and development. We currently have 40 members of staff including 3 bank staff and 244 volunteers.

Our volunteers get involved across the organisation, providing information and advice and telephone befriending. Volunteers also help us to fundraise, sort, prepare and sell donated goods in our charity shops and undertake vital administrative tasks. The success and efficiency of our services rely upon volunteers, many of whom are older people who generously donate their time, expertise and compassion to help others. 251 volunteers donated over 11,820 hours during the year.

The Annual Review for the year ended 31 March 2022 is available on the Age UK Norfolk website www.ageuknorfolk.org.uk.

Financial review

Principal funding sources

Total income for the Charity for the year was £742,490. The main components of this income were service contract income of £274,143 (37.5%); income from grants of £192,974 (26%) and charity shops trading income of £172,363 (23.6%).

Age UK Norfolk received grants and contracts from a number of sources in 2021/22, including:

- Norwich Community Foundation
- POhWER
- Age UK
- NHS West Norfolk CCG
- Norfolk County Council
- The Lord Cozens-Hardy Trust
- RC Snelling Charitable Trust

Other funding sources included:

- Donations and gifts totalling £42,858
- Legacies totalling £2,339
- Goods and services income totalling £7,222
- Fundraising totalling £35,406

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Reserves policy

The Trustees remain committed to a free reserves policy that the charity holds unrestricted funds (excluding those funds represented by fixed assets) sufficient to cover 3 months of current operating expenses, our long-term liabilities and the cost of potential redundancy payments in the event that the charity were to be wound up.

The level of free reserves currently required by this policy is £326,983 (3 months operating costs £120,683, £145,275 long term liability to Norfolk Pension Fund and potential redundancy payments of £61,025). As at 31 March 2022, the charity had unrestricted funds (excluding those funds represented by fixed assets) of £439,689 (2021: £547,783) including designated funds of £1,000 (2021: £1,000) and restricted funds totalled £104,179 (2021: £134,407). The Trustees are aware unrestricted reserves are greater than the required level however expect a reduction in reserves in the 2022/23 financial year as a deficit budget has been set.

Going Concern

The charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

Due to the uncertainty surrounding return to pre-pandemic face-to-face activity the charity's financial forecasts for 2022-23 have been reduced accordingly.

In order to assess the appropriateness of the going concern assumption basis, the Trustees have considered the charity's financial position, reserves and revised forecasts for the foreseeable future. They have considered the assumptions underlying those forecasts and the impact of the potential risks affecting them, including the rise in energy prices, a re-emergence of Covid-19 and the inability to meet the shortfall in funding for information, advice advocacy services and the telephone befriending service. Having made those enquiries, the Trustees are confident that the charity will be able to meet its liabilities as they fall due for at least 12 months from the date of signing this report.

Plans for future periods

We will retain our focus on our four strategic priority areas for a further year.

Structure, governance and management

Constitution

The company is limited by guarantee and is a registered charity. The organisation was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company and the organisation is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The object of the charity is to promote the relief of elderly people in any manner which now or hereinafter may be deemed by law to be charitable in and around the county of Norfolk.

In April 2019, members of the Norfolk Council on Ageing (at that time the formal membership body of Age UK Norfolk) were invited to take part in a review of the charity's governance framework with the objective of developing a new framework commensurate with the size and structure of the charity. The review was led by a working group made up of five members of the Norfolk Council on Ageing, including the Chair of Age UK Norfolk and the Chief Executive. The working group, in close consultation with the wider membership developed proposals to change and simplify the constitution to one where Trustees are the only members. Consent from the Charity Commission for changes to the Articles was obtained in January 2020 and the new Articles of Association setting out the new governance framework were subsequently agreed by special resolution at the Norfolk Council on Ageing Meeting January 2020. Revised terms of reference for the Norfolk Council on Ageing were also agreed at the meeting.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Associate Membership

The Trustees are permitted to establish such classes of associate membership as they choose provided that no associate members are made members of the charity for the purposes of the Articles or the Companies Act. Associate members do not have the right to attend or vote at members' meetings.

In accordance with the Articles, a class of associate membership has been established for the Norfolk Council on Ageing. This maintains the strong relationship that has been formed over many years between organisations and individuals with an interest in issues concerning older people.

The Norfolk Council on Ageing promotes and supports the work of Age UK Norfolk; it provides a platform for discussion, debate and campaigning with regard to issues relating to older people and a channel for consultation and feedback and the development of Age UK Norfolk services.

Appointment and Election of Trustees

The management of the charity is the responsibility of the Trustees who are appointed and co-opted under the terms of the governing document. The Trustees who served during the year are shown on page 1.

The Directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Articles of Association no more than nine persons can be appointed as Trustees. Appointed Trustees are permitted to serve two three year terms. Only in exceptional circumstances and by a resolution passed by three-quarters of the Trustees can the maximum term of office requirement for a particular Trustee be amended. Additional Trustees can be co-opted to bring specific skills and experience as required, provided that co-opted Trustees total no more than one third of Trustees at any one time.

In accordance with the Articles, an Annual Retirement Meeting will be held to mark Trustees' terms of office. This is defined in the Articles as being the meeting of Trustees at which the accounts of the charity are adopted.

Induction and Training of Trustees

A Trustee's Information Folder has been put together and includes all relevant documents. These include the latest audited accounts and Annual Report, copies of the Memorandum and Articles of Association, list of the Trustees, Standing Orders (including Trustees Code of Conduct and Agreement, Conflict of Interest Policy and Procedures and Schedule of Delegation of Board Authority), Age UK Norfolk's Risk Register, Equality and Diversity Policy, Financial Management Procedures Policy, organisational structure, authorised signatories, Strategic Plan, information leaflets about the services of the organisation and the CC3 booklet "The Essential Trustee: What you need to know".

An induction programme is provided with visits to all Age UK Norfolk sites and meetings with the Chief Executive and the Chair. An annual meeting of the Board is used to confirm the roles and responsibilities of the Trustees.

Organisation and Management

The Board of Trustees is responsible for the management of the charity. The Board meets regularly throughout the year and can consist of up to 9 elected members including 3 honorary officers. The Board may also co-opt up to three additional Trustees.

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. There is a management team of six including the Chief Executive.

The Board of Trustees receives reports from the Finance Sub-Committee and the Governance Sub-Committee and the Chief Executive and the Head of Operations.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The Finance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for establishing, monitoring and reviewing the charity's strategic financial plans and advising the Board of Trustees on progress in achieving financial targets. In addition, the Finance Sub-Committee is responsible for advising the Board of Trustees on budgets, financial management and control, reserves, investments and monitoring of financial risks and is also responsible for advising the Board on IT strategy and expenditure. The Chief Executive and other members of the management team attend as required.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for advising the Board of Trustees on governance of the charity including succession planning ensuring the Board have the right mix of skills, experience, qualities and knowledge, policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive and other members of the management team attend as required.

Risk Management

The Governance Sub-Committee leads the development of the risk management process. During the year Trustees monitor and review the risks to which the charity is exposed. The Board and each Sub-Committee are assigned risks from the risk register to monitor throughout the year. Senior Managers review key strategic and operational risks on a regular basis and provide regular monitoring reports to the Board and to the Board's Sub-Committees. Trustees undertake consideration of the monitoring reports, progress on mitigating actions and new and emerging risks deciding upon any mitigating action that is required and agreeing target dates.

Mindful that older people are reliant on our services to help them through the cost of living crisis, the key risk facing the charity is considered to be the inability to be able to secure sufficient independent funding to meet the shortfall for our information, advice and advocacy services and telephone befriending service. In order to mitigate this risk, the charity is increasing applications to grant making institutions, continuing to further develop e-commerce using our eBay shop, reducing expenditure and being alert to opportunities to increase our income wherever possible.

Age UK Norfolk has an organisation-wide business and continuity disaster recovery plan to protect the delivery of services to our beneficiaries.

Pay Policy

Each year the Board of Trustees will examine information regarding cost-of-living increases, Living Wage and demands being placed upon salary expenditure. This takes account of any overspends, reviews of individual salaries and absence costs. Based upon this information the Trustees will make a decision regarding the changes necessary to the salary budgets to ensure all costs can be met.

The remuneration of the Chief Executive and Senior Managers is reviewed by the Board of Trustees.

Related Parties and Co-operation with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

Age UK Norfolk entered into a Brand Partnership Agreement with the national charity Age UK in 2010. The Brand Partnership Agreement is set out in a legal document defining brand partnership arrangements including a licence agreement that sets out the use of the Age UK brand. Age UK Norfolk cooperates with other Brand Partners. The agreement is currently under review and is to be extended to 31 March 2024.

Age UK Norfolk is a member of the Age England Association, an association of autonomous charities comprising all local Age UKs in England and the national charity Age UK. Age UK Norfolk has a nominated Trustee appointed by the Board of Trustees who represents Age UK Norfolk at Age UK Eastern Region Meetings.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Age UK Norfolk has in place Age UK Friends Agreements with two organisations; Age Connected and Age Concern Fakenham Area Minibus Service. These agreements have also been extended to 31 March 2024. The Friends Agreement establishes a link with Age UKs and local organisations in their area of benefit wishing to work with Age UK.

We are a prominent member of the advice network in Norfolk and are a Steering Group member of the Norfolk Community Advice Network (NCAN). This group is made up of various charities across the region and we work together to ensure advice is available to the right people at the right time, with 'no wrong front door'. We work together to provide a referral system, collaborate on funding bids and promote the wellbeing of older people across Norfolk.

Age UK Norfolk sub-contracts with six Norfolk charities for the provision of information and advice under a contract for information and advice services with Norfolk County Council; Age UK Norwich, Equal Lives, MAP, Norfolk Community Law Service, Norfolk Citizens Advice, and DIAL

Our Approach to Fundraising

We have a Fundraising Policy providing clear guidance for our staff and volunteers. We welcome donations from individual and corporate supporters and provide guidance for supporters wishing to fundraise on our behalf. Due to the nature of our charitable work and objectives, in particular our safeguarding policies and work around protecting older people in their homes, we do not undertake any fundraising door-to-door activity or cold call people for fundraising purposes neither do we ask for direct debit donations on the street. We are registered with the Fundraising Regulator and as such abide by the Code of Fundraising Practice and commit to upholding the Fundraising Promise. During the 12 months review period we received no fundraising complaints.

Trustees' responsibilities statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:


- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on27/09/2022..... and signed on behalf of the board of trustees by:


Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2022

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk (continued)

Year ended 31 March 2022

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2022

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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:

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2022

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

Lovewell Blake LLP

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB
07/11/2022

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2022

	Note	Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	5	45,197	–	45,197	298,106
Charitable activities	6	65,561	408,778	474,339	692,459
Other trading activities	7	206,567	1,202	207,769	160,219
Investment income	8	3,685	–	3,685	128
Other income	9	11,500	–	11,500	49,192
Total income		<u>332,510</u>	<u>409,980</u>	<u>742,490</u>	<u>1,200,104</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	10	11,080	–	11,080	22,713
Costs of other trading activities	11	162,627	34,389	197,016	211,436
Charitable activities	12	264,403	405,819	670,222	653,714
Total expenditure		<u>438,110</u>	<u>440,208</u>	<u>878,318</u>	<u>887,863</u>
Net (expenditure)/income and net movements in funds before gains and losses on investments					
		(105,600)	(30,228)	(135,828)	312,241
Net losses on investments	13	–	–	–	(4)
Net (expenditure)/income and net movement in funds		<u>(105,600)</u>	<u>(30,228)</u>	<u>(135,828)</u>	<u>312,237</u>
Reconciliation of funds					
Total funds brought forward		569,404	134,407	703,811	391,574
Total funds carried forward		<u>463,804</u>	<u>104,179</u>	<u>567,983</u>	<u>703,811</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2022

	Note	2022		2021	
		£	£	£	£
Fixed assets					
Tangible fixed assets	17		24,115		21,621
Current assets					
Debtors	18	204,004		242,331	
Cash at bank and in hand		564,533		704,133	
		<u>768,537</u>		<u>946,464</u>	
Creditors: Amounts falling due within one year	19	<u>(109,110)</u>		<u>(121,500)</u>	
Net current assets			<u>659,427</u>		<u>824,964</u>
Total assets less current liabilities			<u>683,542</u>		<u>846,585</u>
Creditors: Amounts falling due after more than one year	20		<u>(115,559)</u>		<u>(142,774)</u>
Net assets			<u>567,983</u>		<u>703,811</u>
Funds of the charity					
Restricted funds			104,179		134,407
Unrestricted funds			463,804		569,404
Total charity funds	23		<u>567,983</u>		<u>703,811</u>

These financial statements were approved by the board of trustees and authorised for issue on ...27/09/2022..., and are signed on behalf of the board by:


Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net (expenditure)/income	(135,828)	312,237
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	8,221	9,184
Other interest receivable and similar income	(3,685)	(128)
Interest payable and similar charges	1,887	888
Loss on disposal of tangible fixed assets	1,611	287
Impairment of investments	-	4
<i>Changes in:</i>		
Trade and other debtors	38,327	(31,384)
Trade and other creditors	(12,105)	53,849
Cash generated from operations	(101,572)	344,937
Interest paid	(1,887)	(888)
Interest received	3,685	128
Net cash (used in)/from operating activities	<u>(99,774)</u>	<u>344,177</u>
Cash flows from investing activities		
Purchase of tangible assets	(12,326)	(22,003)
Net cash used in investing activities	<u>(12,326)</u>	<u>(22,003)</u>
Cash flows from financing activities		
Repayments of borrowings	(27,500)	(30,000)
Net cash used in financing activities	<u>(27,500)</u>	<u>(30,000)</u>
Net (decrease)/increase in cash and cash equivalents	(139,600)	292,174
Cash and cash equivalents at beginning of year	704,133	411,959
Cash and cash equivalents at end of year	<u>564,533</u>	<u>704,133</u>

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

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

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

The Trustees have taken into account the impact of Covid-19 when assessing going concern, as detailed in the Trustee's Report.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Income *(continued)*

- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold improvements	-	Depreciated over the lease term
Equipment and fittings	-	33% reducing balance
Computer equipment	-	33% reducing balance

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Investments

Fixed asset investments are initially recorded at cost, and subsequently stated at cost less any accumulated impairment losses.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations and gifts	42,858	42,858	41,524	41,524
Legacies				
Legacies	<u>2,339</u>	<u>2,339</u>	<u>256,582</u>	<u>256,582</u>
	<u>45,197</u>	<u>45,197</u>	<u>298,106</u>	<u>298,106</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Goods and Services	7,222	–	7,222
Service contracts	27,422	246,721	274,143
Grants	<u>30,917</u>	<u>162,057</u>	<u>192,974</u>
	<u>65,561</u>	<u>408,778</u>	<u>474,339</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Goods and Services	(3,734)	–	(3,734)
Service contracts	27,713	278,732	306,445
Grants	<u>206,927</u>	<u>182,821</u>	<u>389,748</u>
	<u>230,906</u>	<u>461,553</u>	<u>692,459</u>

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Fundraising	34,204	1,202	35,406
Shop income	<u>172,363</u>	<u>–</u>	<u>172,363</u>
	<u>206,567</u>	<u>1,202</u>	<u>207,769</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Fundraising	56,629	–	56,629
Shop income	<u>103,590</u>	<u>–</u>	<u>103,590</u>
	<u>160,219</u>	<u>–</u>	<u>160,219</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

8. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Interest receivable	3,685	3,685	128	128

9. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Coronavirus job retention scheme claims	-	-	-
Other income	11,500	-	11,500
	<u>11,500</u>	<u>-</u>	<u>11,500</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Coronavirus job retention scheme claims	44,981	4,211	49,192
Other income	-	-	-
	<u>44,981</u>	<u>4,211</u>	<u>49,192</u>

10. Costs of raising donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Other costs	534	534	348	348
Staff costs	10,546	10,546	22,365	22,365
	<u>11,080</u>	<u>11,080</u>	<u>22,713</u>	<u>22,713</u>

11. Costs of other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Shop costs	162,627	34,389	197,016
	<u>162,627</u>	<u>34,389</u>	<u>197,016</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Shop costs	211,436	-	211,436
	<u>211,436</u>	<u>-</u>	<u>211,436</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

12. Expenditure on charitable activities

	Activities undertaken directly	Grant funding of activities	Support costs	Total funds 2022	Total fund 2021
	£	£	£	£	£
Advising and Informing	189,755	–	136,942	326,697	459,679
Supporting and Enabling	80,692	27,993	18,460	127,145	127,372
Listening, Consulting and Involving	21,424	–	530	21,954	50,752
Maintaining and Developing	125,800	–	68,626	194,426	12,739
Marketing costs	–	–	–	–	3,172
	<u>417,671</u>	<u>27,993</u>	<u>224,558</u>	<u>670,222</u>	<u>653,714</u>

Analysis of Support costs

	2022	2021
	£	£
Wages and salaries	92,913	87,934
Rent, rates, light and heat	5,390	12,605
Insurance	11,466	10,492
Travel expenses	667	35
Legal and professional	29,823	16,486
Telephone costs	66	10,811
Computer costs	32,156	37,518
Depreciation	9,586	3,967
Interest payable	1,887	888
Other office costs	40,604	43,352
	<u>224,558</u>	<u>224,088</u>

Included in expenditure on charitable activities is restricted fund expenditure of £405,819 (2021: £374,144).

13. Net losses on investments

	Unrestricted Funds	Total Funds	Unrestricted Funds	Total Funds
	£	2022	£	2021
	£	£	£	£
Gains/(losses) on investments in group undertakings	–	–	(4)	(4)
	<u>–</u>	<u>–</u>	<u>(4)</u>	<u>(4)</u>

14. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	8,221	9,184
Operating lease costs for land and buildings	48,215	104,744
Operating lease costs for other leases	6,929	6,929
Pension costs	6,952	6,944
Loss on disposal of fixed assets	1,611	287
	<u>63,928</u>	<u>128,088</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	477,632	475,240
Social security costs	26,733	22,334
Employer contributions to pension plans	6,952	6,944
	<u>511,317</u>	<u>504,518</u>

Included within wages and salaries costs are redundancy and termination payments totalling £2,228 (2021: £4,034). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted above.

The average head count of employees during the year was 37 (2021: 36).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The roles included in key management personnel are the Chief Executive Officer and Head of Operations. The total compensation paid to key management personnel for services provided to the charity was £79,837 (2021: £71,533).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

16. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2021: £Nil).

During the year, no trustee (2021: one) received reimbursement of expenses (2021: £10).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

17. Tangible fixed assets

	Leasehold improvements £	Equipment and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2021	1,736	15,406	31,663	48,805
Additions	–	–	12,326	12,326
Disposals	–	(2,545)	–	(2,545)
At 31 March 2022	<u>1,736</u>	<u>12,861</u>	<u>43,989</u>	<u>58,586</u>
Depreciation				
At 1 April 2021	1,736	12,804	12,644	27,184
Charge for the year	–	389	7,832	8,221
Disposals	–	(934)	–	(934)
At 31 March 2022	<u>1,736</u>	<u>12,259</u>	<u>20,476</u>	<u>34,471</u>
Carrying amount				
At 31 March 2022	<u>–</u>	<u>602</u>	<u>23,513</u>	<u>24,115</u>
At 31 March 2021	<u>–</u>	<u>2,602</u>	<u>19,019</u>	<u>21,621</u>

18. Debtors

	2022 £	2021 £
Trade debtors	25,977	23,857
Prepayments and accrued income	178,027	215,537
Other debtors	–	2,937
	<u>204,004</u>	<u>242,331</u>

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

19. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	34,407	58,226
Accruals and deferred income	25,212	26,563
Social security and other taxes	19,853	88
Amount due to Norfolk County Council	29,716	28,114
Other creditors	(78)	8,509
	<u>109,110</u>	<u>121,500</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

20. Creditors: Amounts falling due after more than one year

	2022	2021
	£	£
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	26,346	27,216
2-5 years	74,096	76,541
Greater than 5 years	15,117	39,017
	<u>115,559</u>	<u>142,774</u>

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

21. Deferred income

	2022	2021
	£	£
At 1 April 2021	4,915	10,455
Amount released to income	(4,915)	(10,455)
Amount deferred in year	—	4,915
At 31 March 2022	<u>—</u>	<u>4,915</u>

Deferred income includes service contract income which does not relate to the period of these accounts.

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,952 (2021: £6,944).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

22. Pensions and other post retirement benefits *(continued)*

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

23. Analysis of charitable funds

2022

Designated funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds	738,404	332,510	(438,110)	(30,000)	602,804
Amount due to NCC	(170,000)	—	—	30,000	(140,000)
	<u>568,404</u>	<u>332,510</u>	<u>(438,110)</u>	<u>—</u>	<u>462,804</u>

Restricted funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Care navigator west	37,041	68,039	(56,898)	—	48,182
Thetford	2,728	—	—	—	2,728
NHS complaints service	877	26,500	(27,318)	—	59
Lottery grant	140	—	—	—	140
Digital inclusion	8,204	18,223	(22,610)	—	3,817
Winter project	14,523	32,361	(29,194)	—	17,690
IAA contract	50,279	264,857	(300,091)	—	15,045
Other restricted funds	20,615	—	(4,097)	—	16,518
	<u>134,407</u>	<u>409,980</u>	<u>(440,208)</u>	<u>—</u>	<u>104,179</u>
Total funds 2022	<u>703,811</u>	<u>742,490</u>	<u>(878,318)</u>	<u>—</u>	<u>567,983</u>

2021

Designated funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	547,787	734,340	(513,723)	(30,000)	738,404
Amount due to NCC	(200,000)	—	—	30,000	(170,000)
	<u>347,787</u>	<u>734,340</u>	<u>(513,723)</u>	<u>—</u>	<u>568,404</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Restricted funds	Balance at 1	Income	Expenditure	Transfer	Balance at 31
	April 2020				March 2021
	£	£	£	£	£
Care navigator west	18,427	68,040	(49,426)	–	37,041
Thetford	2,728	–	–	–	2,728
NHS complaints service	877	–	–	–	877
Lottery grant	140	–	–	–	140
Digital inclusion	–	91,333	(83,129)	–	8,204
Winter project	–	20,177	(5,654)	–	14,523
IAA contract	–	286,214	(235,935)	–	50,279
Other restricted funds	20,615	–	–	–	20,615
	<u>42,787</u>	<u>465,764</u>	<u>(374,144)</u>	<u>–</u>	<u>134,407</u>
Total funds 2021	<u>391,574</u>	<u>1,200,104</u>	<u>(887,867)</u>	<u>–</u>	<u>703,811</u>

Designated funds

North Norfolk Advice

This designated fund relates to a partial legacy which will be spent on North Norfolk Advice provision.

Restricted funds

Care navigator west

West Norfolk Clinical Commissioning Group fund us to provide a care navigation service for people aged over 75 (and/or their carers) who have been identified as either currently having or at significant risk of developing, high health and/ or social care needs. This is a non-clinical service that augments the existing ICO Model in West Norfolk.

Thetford

Following the closure of Age Concern Thetford, the charity took over services. Surplus funds from Age Concern Thetford were also transferred to the charity. These funds are primarily for the provision of information and advice in the Thetford area.

NHS complaints service

In conjunction with POhWER we deliver advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and we will support older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Lottery grant

Age UK National provide brand partners with funding from their lottery fund. Age UK Norfolk uses this fund to support the work of our Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for benefits that they are entitled to where they may have previously been unaware and/or unable to complete the complex paperwork.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National. This fund will now be used to sustain our new website - engAge in to 2022/23.

Winter project

Age UK Norfolk deliver part of Norfolk Community Foundations Surviving Winter project. This funding is to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

IAA contract

Age UK Norfolk deliver specialist Information, Advice and Advocacy to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated smaller funds which must be spent on particular projects being undertaken by the charity.

24. Analysis of net assets between funds

Year ended 31 March 2022

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	24,115	24,115
Current assets	104,179	664,358	768,537
Current liabilities	–	(109,110)	(109,110)
Non-current liabilities	–	(115,559)	(115,559)
	<u>104,179</u>	<u>463,804</u>	<u>567,983</u>

Year ended 31 March 2021

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	21,621	21,621
Current assets	134,407	812,057	946,464
Current liabilities	–	(121,500)	(121,500)
Non-current liabilities	–	(142,774)	(142,774)
	<u>134,407</u>	<u>569,404</u>	<u>703,811</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

25. Analysis of changes in net debt

	At 1 Apr 2021	Cash flows	At 31 Mar 2022
	£	£	£
Cash at bank and in hand	<u>704,133</u>	<u>(139,600)</u>	<u>564,533</u>

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	40,810	54,929
Later than 1 year and not later than 5 years	<u>78,500</u>	<u>119,310</u>
	<u>119,310</u>	<u>174,239</u>

27. Related parties

During the year there were no related party transactions with the charity (2021: £Nil).

During the previous year the charity reduced the value of investments in Age Concern Norfolk (Trading) Limited, Age UK Norfolk Limited and Age Concern Across Norfolk (Trading) Limited to £Nil due to the applications to remove the companies from the register being completed. These companies were removed from the register in the year ended 31 March 2022.