



**Report of Trustees
and Annual
Accounts 2018/19**

Helping people in
Allerdale and Copeland
to love later life.

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OUR FINANCIALS



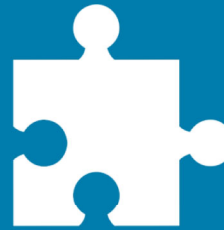
A total income of
£1.9M



An expenditure of
£2.2M



A deficit of
£290K



Restructuring costs of
£208K



An adjusted deficit of
£82K



Tangible assets of
£1.2M



Unrestricted reserves
£1M



£340K
of legacies left by
people in their Will



We have **92**
members of
staff & **300**
volunteers



Staff costs of
£1.3M

OUR IMPACT



We **helped** our clients access over **£1 MILLION** of **additional** weekly **benefits** & arrears



7,247 enquiries dealt with by our **Helpline**



Our **Day Activities Service** provided **5747** sessions across **West Cumbria**



We **dispensed** **3253** **prescription equipment** from our various outlets



We provided over **2100** **footcare** sessions across our **14 clinics**



We delivered over **1800** sessions to help with **daily living tasks** in & around the home



We **reached** over **1000** **veterans & family members / carers** of veterans



We fitted over **606** pieces of **equipment** to help people live **independently**



We **connected** **571** **lonely people** to activities in their local community



2 PEOPLE who met through our **Day Activities Service** have got **married**

OUR FUTURE



To provide good quality **information, advice and support** to assist people in making informed choices and assist support planning

To promote and provide opportunities, services and products for safe **independent living**



To provide targeted support and activities to promote **social & digital inclusion** and healthy living

To **generate income** to ensure organisational sustainability & resilience



To achieve greater efficiency, effectiveness and **sustainability**

OUR SUPPORTERS

We would like to say thank you to the following funders and local authority stakeholders who have supported Age UK West Cumbria. These include:



We would also like to thank those who have left us a gift in their will, raised money on our behalf or donated to our charity.

Finally, we would like to thank our staff and volunteers for their hard work and commitment over the last year.

2. Trustees, Officers & Professional Advisors

Reference and Administrative Details

Registered charity name:	Age UK West Cumbria Ltd
Registered charity number:	1122049
Company registration number:	06047495
Registered office:	Bradbury Independent Living Centre, 19 Oxford Street, Workington CA14 2UY
The Trustees: During the period 2018-2019:	Mrs A E Prowse (<i>Chair</i>) Dr R T Proudfoot (<i>Vice Chair, resigned 27 July 2018</i>) Mrs S Gallagher Mrs E G Lancaster Mrs L A Toole Mr J A Winter (<i>Resigned 12 September 2018</i>) Mr S Donaldson (<i>Appointed Vice Chair 6 September 2018</i>)
Company Secretary:	Mr A J Todman (<i>Resigned 5 July 2019</i>) Ms E C Fitzgerald (<i>Appointed 24 July 2019</i>)
Chief Executive Officer	Mr A J Todman (<i>Resigned 5 July 2019</i>) Mr D A Hole (<i>Appointed Interim CEO 5 July 2019</i>)
.....	
Registered Trading Subsidiary:	Age UK West Cumbria Enterprises Ltd
Registered company number:	10071103
The Directors: During the period 2018-19:	Mrs L A Toole, Chair Mrs A E Prowse
.....	
Auditor:	Armstrong Watson Audit, 15 Victoria Place, Carlisle CA1 1EW (<i>appointed at AGM 11 December 2018</i>)
Solicitors:	Milburns Solicitors, 25-26 Church Street, Whitehaven CA28 7EB
Bankers:	Barclays Bank, Leicester, Leicestershire LE87 2BB Cumberland Building Society, 30 Lowther Street, Whitehaven CA28 7DW
Investment Managers:	Tam Asset Management, 40 Basinghall Street, London, EC2V 5DE

3. Message from the Chair

Welcome to Age UK West Cumbria's Report of Trustees and Annual Accounts for 2018/19. This document provides details on how we have supported older people in Copeland and Allerdale during the last financial year, as well as the challenges and opportunities we face.

The crisis of funding for social care has continued to have a big impact on our charity this year. One of the biggest consequences for us has been the **loss of our Place Based Prevention Project**. This project provided invaluable information, advice and practical support to older people, their families and their carers - ensuring they could maintain their health, wellbeing and independence in their own home for as long as possible.

Furthermore, reduced funding opportunities have meant we have had **to reshape our retail and paid for services** in order to generate more of our own income. We have also had to restructure our other services to ensure we **are fit for purpose**, and able to **respond to today's challenges and those of the years ahead**. All around it has been a very challenging, but rewarding year.

Looking forward and building upon the hard work of this year, next year our focus will be consolidating our financial stability and sustainability for the future. All the while, we must ensure that our **charitable objectives are at the forefront of our decision making and service delivery**.

I must say, one of the most remarkable things I have witnessed this year is the **kindness, passion and resilience of our staff and volunteers** during a difficult time

of change. It certainly makes me feel **proud to be part of Age UK West Cumbria**.

Over the next twelve months I will continue to meet with our **staff and volunteers**, thanking them personally for their support. But for now, **I would like to take this opportunity to thank them publicly**.

“Thank you for your **hard work, passion and continued commitment to Age UK West Cumbria**. Without your valuable contributions we would be unable to deliver our much needed services across Copeland and Allerdale.”

My thanks and best wishes to you all,

Anne

Anne Prowse
Chair of Trustees

4. Our Purpose, Aims & Objectives:

Our Charity's Purpose (as set out in the object contained in the company's Memorandum of Association):

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

Our Vision: A society in which everyone can love later life

Our Mission: To help people in Allerdale and Copeland to love later life

Our Strategic Vision: The first open door of support

Our Aims:

We review our aims, objectives and activities each year to ensure that we remain focused on our stated purposes; that our activities are bringing the required benefits to the people we are set up to help; and to help plan future activities which will contribute to the aims and objectives we have set.

The focus of our work in 2018 to 2019:

Our aims in relation to the five key areas of our operations were:-

1. Information and Advice:

To provide information, advice and support to assist people in making informed choices and assist support planning

2. Independent Living:

To promote and provide opportunities for safe, independent living and active self-management of long term health conditions and mobility issues

3. Social Inclusion and Healthy Living:

To provide targeted support and supported activities to promote social and digital inclusion and healthy living in active communities

4. Income Generation:

To generate income to ensure organisational sustainability and resilience

5. Efficiency and Sustainability:

To achieve greater efficiency, effectiveness and sustainability

5. Our Activities

This section details our activity throughout 2018-19.

a) Information & Advice

We want people to be aware of the options available to them and to be able to access the most appropriate services and support to meet their needs

Helpline:

Over the last financial year, our Helpline has dealt with **7,247** enquiries. Our trained Helpline staff dealt directly with **5,912** lower-level enquiries, directed callers to Age UK, partner or external services and channelled **1,335** individuals with more complex or higher level needs to our Case Workers for a full needs assessment.



7,247
enquiries dealt with
by our **Helpline**

Place-based Prevention Project (PBP):

We have provided information, advice and practical support primarily through the Place Based Prevention Project, funded by Cumbria County Council and Public Health as an integral part of the integrated Health & Social

Wellbeing System. Working within the Multi-Agency Referral System (MARS) our Case Workers delivered low level preventative services to alleviate demand on more intensive statutory services and assist clients to retain or regain their health and independence within their homes and local community.

“I don’t know where we would be able to get the help and support we get now at Age UK”

1,335 guided, holistic ‘Compass’ assessments were completed to identify clients’ needs in relation to health and wellbeing, finances, social inclusion, housing and general lifestyle. To address their needs, information and advice were provided to enable people to understand their options and make informed choices, together with practical support to implement them.



We helped our clients access over **£1 MILLION** of **additional** weekly **benefits & arrears**

To help clients improve their finances and maximise their incomes, **1,147** benefit checks were carried out and clients assisted to claim a total of **£952,610** in additional weekly benefits income and **£117,296** in arrears.

“I really need help from Age UK as I can’t do it on my own and there is nowhere else to go”

In addition, **228** Trusted Assessor and Housing Options assessments were conducted to ensure that clients had the equipment, aids and adaptations required to ensure their homes were suited to their needs. Assistance was provided to apply for Disabled Facilities Grants, or to seek more suitable accommodation where required.

To address social isolation, clients were linked to our 'Community Connections' project for individual support to tackle loneliness.

PBP Case Workers also worked alongside Cumbria Community Foundation to provide Winter Warmth grants to **218** households, totalling **£34,880**.



We issued **Winter Warmth Grants** to **218** households across **Copeland & Allerdale**

Sadly, the Place-Based Prevention project ended on 31st March 2019 when Cumbria County Council decided to cease funding this valuable service for older people across the county. A successor project was not established.

b) Independent Living

We want people to be able to live comfortably, safely and securely at home for as long as they choose and access help with all aspects of independent living.

Bradbury Independent Living Centre (ILC):

The Bradbury ILC continues to provide a one-stop shop, where older and disabled people of all ages and their families and carers can access services and support to help them maintain healthy, independent living; view, try and buy a wide range of daily living,

mobility, dementia and sensory aids and equipment, or take part in activities in our community activity suite.

In the New Year, with funding from the Sellafield Snowball and Sellafield Sites Committee, we centralised our Day Services to enhance our facilities on the lower ground floor. We provide supported day activities for older people with physical or mental health impairment or early dementia and respite for carers. In 2019-20, we plan to continue to develop the Centre and our provision for local older people.

Handyperson Service:

The main focus of our Handyperson service has been on the delivery and fitting of daily living equipment.



We fitted over **606** pieces of **equipment** to help people live **independently**

It has delivered and fitted **208** prescriptions under contract to Cumbria County Council and carried out **398** private fittings of handrails, grab rails and other equipment. It will continue to support the Equipment service in 2019-20.

Help at Home:

The Help at Home service offers a range of support to help older people manage daily living tasks both at home and in the community to allow them to live safely and independently in their own homes across West Cumbria. Flexible services are tailored to clients' needs including laundry, assisting with errands, house sitting, respite for carers, cooking, support with hobbies, dealing with correspondence, cleaning, DIY, escorted

shopping, escorting to appointments and social outings.



Over 2018-2019, **1811** sessions were provided to clients across Allerdale and Copeland.

Foot Care Service:

We continue to support our clients to remain mobile and active and continue to get out and about through regular foot care appointments and advice on foot care, foot wear and falls prevention. We also work closely with the NHS Podiatry service, making referrals as appropriate.



The team have provided over **2,123** foot care sessions over the past year in our 14 locations across Allerdale and Copeland. In Cockermouth we have re-located our foot care clinic to our Age UK Resource Centre at 93 Main Street, which is more accessible to clients. In Maryport we have established a clinic in the newly opened NHS Health Hub at the Cottage Hospital.

“I feel like I am walking on air now – I could dance!” and ‘my feet feel so much more comfortable now”

In 2019-2020 we plan to introduce a voucher and client loyalty scheme, and to extend our service to older people in Care Homes and Sheltered Housing Schemes.

Falls Prevention:

The prevention of falls is a key priority within Cumbria’s Health and Wellbeing strategy to enable older people to live healthily and independently in their own homes.

Our project ‘Up and About – keeping Cumbria standing strong against falls’ is part of the national three-year ‘Up and About’ project, currently being piloted in 10 counties.

“I feel less wobbly around the house and feel that I don’t have to clutch onto furniture”

It is funded by Allerdale Health and Wellbeing Forum, Public Health England and ROSPA. In the second year of the project we have continued to visit clubs, groups and intergenerational events to raise awareness that falls are not an inevitable part of ageing; to present practical advice and preventative measures; and demonstrate six simple exercises recommended by the Chartered Society of Physiotherapy and Public Health England.

“Prior to attending the classes, I would not have had the confidence or ability to cross the village hall unaided’

In addition, we have established exercise groups which members have found very beneficial in improving both confidence and balance.

c) Social Inclusion & Healthy Living

We want people to live well, take part in activities with others in their community and enjoy later life as much as possible

Community Connections Project:

Now in its third year, the Community Connections Project, funded by the National Lottery Community Fund, Henry Smith Charity and Copeland Community Fund continues to offer support to help isolated and lonely older people connect with others in their community.

Our Community Connectors continue to raise awareness of isolation and loneliness across the community through presentations, events and talks. We continue to work alongside and develop partnerships and links with Cumbria Constabulary, NHS, Rotary, Sellafield, Dementia Action Alliance, ICCs, Adult Social Care, Public Health England, Community Development Officers, Churches Together and more. Inter-generational work continues with local schools and we continue to provide work experience for local pupils as well as student Police Officers and the medical profession.



We **connected**
571
lonely people to
activities in their
local community

In 2018-2019, **571** lonely people were linked to social and activity groups and **294** people with more complex needs benefited from in-

depth assessments and a range of individual support to address all the causes of their loneliness and re-connect with their community, including access to support to maximise incomes, volunteer support to build confidence and take part in activities etc.

A variety of new groups, activities and events have been organised, including: a lunch and games group at Gosforth Hall, a Clothes Swap and Health & Wellbeing MOTs in collaboration with the NHS. Copeland MP Trudy Harrison got involved in our Dementia Action Week; we have taken part in community events such as the Festival of Light and Taste Cumbria; and supported national campaigns including Dementia Week, Falls Prevention Week, No One Should Have No One and more.

“I look forward to Thursdays all week. Even my doctor knows not to offer me appointments on a Thursday”

Over the year, **183** volunteers (including **24** new volunteers) have been engaged in supporting the project through befriending; providing confidence-building and ‘health & wellbeing’ support; or helping to run and support people attending clubs and groups.

“I have been a befriender on a part time basis for more than six months. This has been a very rewarding experience.... I have benefited greatly”

Staff and volunteers have attended a range of training sessions on diverse topics including: Dementia Awareness, First Aid, Moving and Handling, Food Hygiene, Energy Efficiency, Online shopping for beginners, scams and more.

The Community Connections project in Copeland underwent an independent evaluation in June 2018, conducted by Porter Brown Solutions.

“The diversity of the service offer – various groups and activities and the befriending service – enables a wide engagement in that it can cater for people with differing tastes and different ways in which they feel comfortable interacting”

At the end March 2019, the project in our urban centres (Whitehaven and Workington), funded by the Henry Smith Charity, came to an end. The project funded by the Copeland Community Fund will end in June 2019. The project funded in rural areas by the National Lottery Community Fund will continue for an additional two years until May 2021. An independent evaluation of the rural project will be conducted in 2019-20.

Joining Forces Project:

This project, supported by the Aged Veterans Fund (funded by the Chancellor using LIBOR funds) has just completed its second year. It provides support for veterans born before 1st January 1950, who served in the British Armed Forces, and their families to maintain safe, independent living at home; live well with long-term conditions; and to take part in activities with others in their local military community and in the wider community.



We reached over
1000
veterans & family
members / carers
of veterans

In 2018-19, the project reached **3,317** people directly, including **652** veterans, **438** families/carers of veterans and **2,227** others through awareness-raising activities. These included: events, talks, presentations and

meetings with groups and individuals. Indirectly it has reached a wider audience through local television, radio and newspaper articles and our Age UK West Cumbria website, Facebook and Twitter pages.

We provided immediate assistance or one-off support to **446** people, including **172** veterans and **274** family members or carers. **438** people received in-depth assessment of their needs via a guided conversation, including **164** veterans and **274** family members and carers. In addition, **31** veterans were supported through peer befriending.

A total of **15** volunteers have been recruited to the project, who have taken on a number of roles including befriending, escorting people on outings, supporting awareness events and running clubs and groups.

The project has supported people to improve their quality of life –through maximising their incomes; adapting their homes to their needs, or moving to more suitable accommodation.

Some veterans have been able to attend commemorative events, which they previously couldn't access independently, meet up with long-lost friends and attend social activities and a growing number of brunch clubs.

They have particularly enjoyed trips and outings, including visits to;

- The Solway Aviation Museum,
- Houghton Hall Garden Centre
- The Weeping Poppy display at Carlisle Castle
- A boat trip around Derwent Water
- The Devil's Porridge Museum at Eastriggs, commemorating the world's largest munitions factory in first World War
- Tullie House Museum
- The 'Hundred Hearts' Exhibition at Carlisle's Museum of Military Life.

Additionally, to celebrate *Armed Forces Weekend*, we organised an Information Day at Bransty Ivy Club. This was attended by

over **50** veterans and their families and **10** partner organisations.

The manager of this project also received special recognition from Age UK National for his outstanding work with veterans.

In 2019-20, the Joining Forces project will be independently evaluated by the University of Bath.

This project has proved to be a vital resource for older veterans and their families; however the project is due to end in April 2020. We are currently in the process of making independent funding applications in order to continue our important work with veterans.

Day Services:

Since June 2017 we have been a provider on the Cumbria County Council Framework of Day Services for older people with physical, sensory or mental health impairment or early dementia. We offer transport into the centre and personalised Client Plans to ensure that we offer activities tailored to meet the individual needs and aspirations of our clients. Clients are supported in a safe environment to socialise; enjoy hobbies and interests; promote and gain independence and we also assist with rehabilitation and provide respite for carers. All services can be funded through either Adult Social Care or privately, as appropriate.



Our **Day Activities Service** provided
5747
sessions across
West Cumbria

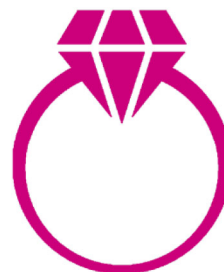
In 2018-2019, we provided **5,747** sessions across Allerdale and Copeland. At the start of the year, we provided day services in Cleator Moor, Whitehaven, Cockermouth, Maryport,

'Men in Sheds' Groups:

Keswick and Millom. These were centralised in order to improve both the quality and viability of the service, which has continued to see a fall in referrals from Social Workers. The Millom service was closed and services across Allerdale and Copeland, apart from Keswick, were re-located on 1st March 2019 to the Bradbury Independent Living Centre in Workington. Here we have developed a new fit-for-purpose, fully accessible Day Services suite with disabled facilities and on-site catering.

"This is like home from home. I really enjoy coming here"

New activities have been introduced including demonstrations of Latin American dancing, stained glass window and gardening demonstrations; vocal acoustic performances; stone/mug painting; mindfulness and meditation and hand massages. We plan to continue to increase our activities, outings and options in 2019-2020.



2 PEOPLE
who met through
our **Day Activities Service** have
got **married**

We were delighted to witness the blossoming romance of two of our clients who met through our Day Activities Centre and we transported some of our members to their wedding on 9th March. We also hosted a second wedding reception in the centre to enable other clients and staff to join in the celebrations.

At Lakehead Court in Keswick, we operate one day with an associated lunch club.

Our 'Men in Sheds' groups provide an opportunity for men to socialise together and build friendships, whilst using, sharing and learning new practical skills.



Over the last year, the **Workington Shed** has been volunteer-led and has had **8** regular members.

Their main activity has been making planters from recycled wood, which have been sold through our charity shops. They have also made planters for community projects, including the platform at Aspatria station.

This year a number of veterans from the Joining Forces project have joined the group and the project has donated tools to support this. The Shed is developing a more social focus, which will be continued in 2019-20.

In 2018-19, the **Mirehouse Shed** has had **12** regular members. They have continued to make planters and bird boxes from recycled pallets, plus new items including bat boxes and wheelbarrows. They have also made an exclusive range of shelving, letter racks and other items with wood carved directly from a donated tree and tea-light holders from the ribs of barrels donated by the Lakes Distillery. This Shed has developed more social activities for men, including dominoes, tea and chat, celebrating birthdays etc alongside its practical and DIY activities. The Shed plans to seek funding to develop more social activities in 2019-20.

Following the promise of a philanthropic donation, in 2019-20 we will be exploring the viability of a Men's Shed facility in Keswick.

d) Income Generation

We want to increase 'unrestricted income' generated by our activities to enable our organisation to become more sustainable for the future.

Retail:

Retail operations continue to provide one of the main sources of unrestricted income for Age UK West Cumbria. In order to become more efficient and profitable, we have continued to reduce the number of our charity shops, closing Maryport and Whitehaven shops and the small Workington shop which was relocated from Finkle Street to the Bradbury Independent Living Centre warehouse in 2017-18. We are now operating from **4** shops in Cockermouth, Cleator Moor, Millom and Egremont.



We have **four** **CHARITY SHOPS** in towns across **West Cumbria**

We have retained our former Finkle Street premises in Workington, which ceased trading in March 2018, using the large window space temporarily to display furniture for sale. In 2019-20 we plan to develop and re-open this shop as a 'superstore' offering both good quality second-hand goods and

new goods, and to introduce initiatives to bring in a broader range of customers.

This year we increased our focus on EBay sales, operating from two bases – Millom shop and our central Warehouse at Workington. In 2019-20 we will consolidate these 2 operations, providing all EBay sales from the Workington site, to give us greater control over content and improve our turnover. Gift-Aided donations for the period amounted to **£3,130**.



We recieved Gift Aid donations of **£3130**

A new Retail Lead post was introduced in January 2019 to modernise our Retail operations and develop new approaches and initiatives to increase income. A programme of refurbishment and development of our charity shops commenced in March 2019 and will be completed in 2019-20. This will include refreshing all premises; improving the layout and presentation of stock; introducing new sales lines and a new pricing and Gift Aid strategy; expanding the trading space at Millom shop to cover two floors; and developing the upper store room at Cockermouth shop into additional retail space to enable the introduction of small furniture sales.

Equipment:

Within our Framework Agreement with Cumbria County Council, we continue to provide a prescription Equipment service for the NHS and Adult Social Care. We work closely with medical practitioners and have dispensed **3,253** prescriptions from our outlets in Workington, Wigton, Whitehaven and Millom. We have delivered prescriptions to **135** households and delivered and fitted

prescription equipment to **324** households. We have also provided **229** private fittings of equipment purchased from our outlets.



We dispensed **3253** prescriptions from our various outlets

We offer a wide range of mobility aids and equipment in our Bradbury Independent Living Centre in Workington, including mobility scooters, stair lifts, rollators, specialist footwear, continence products and bathing, seating, bedroom and dining aids. We also stock wheelchairs for sale and hire. We offer customers advice on the different products available and the opportunity to view and try before they buy.

The ending of the Place-based Prevention project in March will impact on the Equipment service in the next financial year, since it has resulted in the loss of nine Trusted Assessors, who previously assessed people for equipment in their own home environment. New approaches will need to be developed in 2019-20 to ensure that people are able to access the most suitable equipment for their needs.

Fundraising Activities:

In 2018-19, we raised a total of **£13,300** through fundraising activities and events.



We raised over **£24,500** from fundraising & donations

Fundraising events included the annual Age UK Big Knit, Christmas events (including Egremont Lights switch-on, raffles and parties), regular bingo events, in-shop raffles, Egremont Crab Fair, Ennerdale Show, Gosforth Crab Fair, Cockermouth Hawaiian night, 'Movember', Tour of Britain, and Glitter Girls.

We received **£11,221** in donations other than legacies.

Legacies:

In 2018-19 we received notification of **three** legacies, one for £216,000, one for £120,000 and one for £4,000, which will be received in the next financial year. We would like to formally thank the legators and their estates for their legacy contributions, which will enable us to support vulnerable older people and their families in West Cumbria.



Three people
generously left us
a **gift in their will.**
This amounted to
£340,000

In 2019-20 we plan to continue working to increase unrestricted income

Efficiency & Sustainability

We want to ensure that we have efficient and effective support services, systems and processes to assist the sustainability of our operations

The Transformation Programme:

In 2018-19, we have continued the transformation programme which commenced in the last financial year to enable the organisation to become more fit-for-purpose, efficient, compliant and sustainable and better placed to deliver services to the people of West Cumbria.

The new organisational structure has been implemented, with all services and staff aligned to three divisions: Commercial Services, Support Services and Contract Services. The Management team was restructured to support this and there has been a downsizing of staffing to fit our re-scaled operations.

Key areas of focus have been the financial management and information systems and development of a service offer which will be sustainable for the future. To assist with this, the Board engaged the CASS Business School Centre for Charity Effectiveness to carry out a review and make recommendations and appointed a specialist Restructuring Officer to assist with delivering these.

The transformation programme will continue in to 2019-20, to combat the deficit and the depletion of reserves. Restructuring costs in 2018-19 amounted to £208,000. Forecasted restructuring costs in 2019-20 are anticipated to be significantly less but the restructuring process will continue in to 2020-21. We have to match our infrastructure costs & capabilities and management skills to forecasted income levels. That is, break even and better.

The very severe challenges faced by our charity, are felt across the voluntary sector in general. We have already seen several charities cease trading and retract from West Cumbria.

We have a strong sense of purpose, and must match our charitable objectives with our financial sustainability to ensure our services can continue to provide vital support for older people in West Cumbria.

Financial management:

During the year a new Finance team was recruited and improvements made to provide the Charity with high quality and timely data to allow it to manage income and costs efficiently and react to changes as required.

Sustainable Service Offer:

In response to;

- Diminishing Local Authority contracts for service provision as the result of austerity funding cuts
- The decreasing value of Local Authority contracts over a number of years, resulting in failure to cover the full costs of providing services; and
- Increasing competition for grant funding

We have had to explore ways of reducing our reliance on contracts and grants by increasing our unrestricted income through self-sustaining paid for services and retail services.

We have undertaken a service and cost review and also consulted with local older people through a **Later Life Survey** in December 2018 to identify their views on their current and future needs.

343 people aged 50+ responded to the **Later Life Survey**. They provided valuable information on their:

- Current Circumstances
- Ability to manage their homes independently
- Health
- Nutrition
- Wellbeing
- Finances
- Unpaid Care and
- Future Needs.

They identified barriers which make it difficult for them to find services and support to live

independently and the services they currently need, or would like to be available to them in the future. Their responses are helping us to shape and develop our service offer.

In 2019-20, we plan to continue to refine and develop our paid-for Independent Living services; to plan for the sustainability of current funded services; and to develop new services and approaches to providing support which is free at the point of use and available to all.

Quality Standards:

At the end of March 2019, Age UK West Cumbria held **Investors in People** and the **Age UK Charity Quality Standard**.

Volunteering:

Volunteers continue to provide invaluable support to all our services and projects. In March 2019, we had around **300** volunteers across the organisation. **38** new volunteers were recruited over the year. The majority of volunteers are aged over 61, but we have a sizeable number (18.9%) aged under 44.

Volunteers are involved in a wide variety of roles, from reception to administration, driving, IT support, running clubs and groups, 'Men in Sheds' support and more. Our retail volunteers help to bring in vital funds, while the majority of volunteers operate out in the community or in day activities, offering companionship and support to help isolated older people improve their health and wellbeing, re-connect with others and take part in activities in their community.

The independent **Evaluation Report for the Community Connections project** highlighted one of the key advantages of volunteers providing support:

“Some people feel more comfortable working with volunteers than paid staff; it feels less intrusive, and avoids the feeling that some older people have, that by engaging with services,

they are, in some way, giving up their independence”

We have continued to work closely with schools, colleges and Job Centre Plus, offering placements for personal development and work experience. Our monthly drop-ins in Workington and Whitehaven Job Centres were particularly successful in engaging people in volunteering as a means to getting back into employment.

Highlights of the year have included: Volunteer long-service awards during Volunteers Week in June; volunteer Christmas parties in Whitehaven, Cockermouth and Millom; Christmas cards for volunteers made by local schoolchildren and the introduction of a volunteers’ newsletter.

Training:

In 2018-19 our staff received a variety of training including;

- Safeguarding (62)
- Lone Working (61)
- Working at Heights (16)
- ‘Safer Foods, Better Business’ (12)
- Fire Safety (11)
- Health & Safety (11)
- First Aid (9)
- Moving & Handling (8)
- Dementia Friends (4)
- Dementia Champion (4)
- Living Matters (2)
- Evac Chair Awareness (2)
- PAT Testing (1)
- Scooter Training (1)

Our staff completed the following qualifications;

- NVQ Level 3 in Health and Care (3)
- Project Management Training (3)
- Food Hygiene Level 2 (2)
- NEBOSH General Certificate in Health & Safety (1)

Staff have also undertaken a series of on-line training programmes provided by RBS Mentor, including;

- Health and Safety (15)
- Fire Safety (15)
- Moving & Handling (15)
- Stress Management (5)

Marketing:

Our new website went live on 22nd May 2018.

This year, a significant amount of marketing activity has been focused around national and local Awareness weeks and days, including Dementia Action Week, Volunteers Week, Mobility Week, Falls Awareness Week and Armed Forces Day.

We have continued to develop our presence on social media. In 2018-19 we reached **202,437** users through our main Facebook page and **190,036** users through Twitter. **10,715** users engaged with our posts on our main Facebook page and **2,528** on Twitter. Over the year, we gained **139** new followers on our main Facebook page. In February 2019 we also created a separate Facebook page dedicated to our retail outlets. Over the last two months of the financial year, this page reached **5,364** users, engaged **1,019** users and gained **138** new followers.

To enhance our brand presence and prepare for the re-location of our head office to Workington, we invested in window graphics at the Bradbury Independent Living Centre. Window graphics were also designed and fitted in all our charity shops as part of the refurbishment programme.

At the end of the year, the main focus was on a marketing campaign to support the launch and promotion of our paid-for ‘Independent Living’ services – as part of our strategy to generate more of our own income to ensure sustainability. This campaign will be continued in 2019-20.

In 2019-20 the charity will look to invest in a Marketing, PR and Fundraising specialist.

6. Future Plans

We have reviewed and set the following objectives for 2019-20:

1. To provide good quality information, advice and support to assist people in making informed choices and assist support planning

Objectives:

- a) To build a free Information and Advice service specific for older people and carers to manage all aspects of independent living and address social, health and financial inequalities.
- b) To increase the use of community assets in the provision of information and advice.
- c) To communicate information through online and offline channels.
- d) To provide a Winter Warmth campaign and support to reduce fuel poverty, increase energy efficiency, maintain health and wellbeing and reduce the number of avoidable winter deaths.

2. To promote and provide opportunities, services and products for safe, independent living and active self-management of long-term health conditions and mobility issues

Objectives:

- a) To promote our resource centres across Allerdale and Copeland.
- b) To remodel the 'Help at Home' service to offer flexible home support options.
- c) To develop the Foot Care service to meet increasing local need.
- d) To align the Handyperson service more closely with the Equipment service.
- e) To provide falls prevention, healthy living and fitness support to older people to maintain independence and live well.

3. To provide targeted support and supported activities to promote social and digital inclusion and healthy living in

active communities

Objectives:

- a) To provide local activities tailored to the needs and interests of older people
- b) To increase opportunities for rural digital inclusion.
- c) To remodel Day Services to offer a broader range of activities to meet the needs of a growing proportion of older people with physical and mental frailty.
- d) To expand the rural befriending service to combat the loneliness and social isolation.
- e) To commission an independent evaluation of the Community Connections project in rural Allerdale and Copeland.

4. To generate income to ensure organisational sustainability and resilience

Objectives:

- a) To introduce new product lines and expand the number of Retail outlets.
- b) To expand On-line sales.
- c) To increase the number of customers using paid-for services.
- d) To develop a Retail model for Equipment.
- e) To increase funding from grants and fundraising activities.
- f) To support income generation through effective marketing.

5. To achieve greater efficiency, effectiveness and sustainability

Objectives:

- a) To conduct vigorous financial planning and controls.
- b) To develop best practice HR systems
- c) To excel in efficient Finance, IT, Quality, Health and Safety and Information Management.
- d) To work collaboratively for more effective and sustainable service provision.
- e) To conduct consultation, research and impact studies to ensure that we meet and demonstrate local needs.
- f) To strengthen the Age UK brand in West Cumbria and be the choice for older people.
- g) To develop best practice in volunteer involvement

7. Structure, Governance & Management

Age UK West Cumbria

Age UK West Cumbria is an independent registered charity (No: 1122049) and Company Limited by Guarantee (No: 06047495). It is governed by its Memorandum and Articles of Association, last amended on 20th August 2009. Its object is to promote the relief of older people in the districts of Allerdale and Copeland, or, when the Charity is a member of an association, partnership or consortium, the relief of older people in “the combined geographic areas served by the association, partnership or consortium members”.

The Board

At 31st March 2019, membership of the Board consists of the Chair and four other Trustees, elected by the members of the Charity. The Board has the power to co-opt three people to serve as members until the next election, so long as the total number of co-opted members does not exceed one third of the total number of elected members. In 2018/19, there have been no co-opted members.

The Board meets not less than six times per year and receives reports at each meeting from the Chief Executive, Finance Sub Group and Personnel Sub Group. Other employees may be required to attend, as requested, to support the presentation of reports from all areas of the organisation and discussion of particular issues. The Chief Executive Officer acts as Secretary to the Company and has the right to advise and make recommendations, but not to vote at meetings of the Board.

Trustee Training

New Trustees undergo induction using a modular training pack developed to enable a deeper understanding of their role and responsibilities. They are also encouraged to attend training events, where appropriate. Trustees also use their specific knowledge or experience to help the Board reach sound decisions - including scrutinising papers, leading discussions, focusing on key issues, providing advice and guidance on new initiatives and supporting members of the Management team.

Senior Management Team

Day-to-day management and the delivery of objectives are provided by the;

- Chief Executive Officer
- Head of Finance / Deputy Chief Executive Officer
- Retail Officer
- Support Services Officer
- Funded Services Officer
- Human Resources Officer
- Marketing Officer
- Governance Officer

Age UK Brand Partner

Age UK West Cumbria is part of a national network of Age UK brand partners and member of the Age England Association. In 2018-19, we have had funding provided via national Age UK for the Joining Forces project.

Related Parties

Age UK West Cumbria has had a close working relationship and contracts in 2018/19 with:-

- Cumbria Adult Social Care, as a provider on the Framework for Day Services.
- Cumbria County Council for the delivery of the Place-based Prevention Programme in Allerdale and Copeland

- Cumbria County Council, as a provider on the Framework for the Supply of Care Equipment for Daily Living
- Cumbria County Council, for the provision of Transport services in the area of Adult and Health Services contracts

Pay Policy for Senior Staff

The Trustees consider that the Board and the Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in note 10 in the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Risk Management

The Trustees have a risk management strategy, which comprises:-

- A Risk Register of all perceived risks, which is reviewed and updated quarterly.
- An annual review of the principle risks and uncertainties that the Charity faces, guided by the Charity Commission checklist '*15 Questions Trustees need to ask*'.
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review of principle risks and made available on a Document Register.
- The implementation of procedures designed to minimise or manage any

potential impact on the Charity should those risks materialise.

- A resilience plan for managing unforeseen events, e.g. floods, fire etc.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas

8. Financial Review 2018 -19

The charity's total income for the year was £1,905,679 (2018 - £2,231,396).

Expenditure remained consistent however this includes redundancy costs of £32,279 (2018 - £69,185) and other restructuring costs of £175,642 (2018 - £0). Overall operating expenditure has therefore decreased by 7.5% in line with our drive to improve cost efficiencies.

Overall the charity had a deficit of £289,999 (2018 - £1,783), the deficit is significantly reduced when adjusted for redundancy and restructuring costs to £82,078.

The main funding for the year comprises of Grants £530,503 (2018 - £712,989), income for charitable activities £645,078 (2018 - £855,767) and legacy income £340,000 (2018 - £112,720). Trading activities generated income of £328,633 (2018 - £443,764) which included £297,323 (2018 - £369,299) sales of donated goods and £31,310 in equipment commission sales and other income.

It has been another challenging year for the Charity as we continue to reshape the business, invest in a senior management team, grow retail and improve cost efficiencies. The Charity faces risks and uncertainties relevant to the Not for Profit Sector. In particular sales of donated goods are dependent on High Street spending and Grant Funding and Contract Income are dependent upon external factors, including austerity measures. The Charity monitors these risks on an ongoing basis.

Reserves Policy

The level of reserves determines the period during which services can continue to be provided before alternative external funding

is in place, or a decision to implement a full closure programme can be implemented.

It is recognised that it is unlikely that all external funding will be withdrawn in an unplanned way at the same time. However, the Charity aims for a minimum level of reserves, calculated on the basis of full withdrawal of services and provision for 3 months' costs, currently £490,000. The target maximum reserves are 12 months' running costs of planned programmes.

At 31st March 2019, general unrestricted reserves amounted to £959,200 (2018 - £1,525,730)

The Trustees consider the Charity holds enough reserves based upon its minimum reserves policy.

Investment Policy and Performance

There are no restrictions on the Charity's power to invest, provided that the Trustees seek written professional advice under the Financial Services Act of 1986, or other relevant legislation before exercising such powers.

The Trustees of Age UK West Cumbria have a duty to ensure that any investments made are in the best interests of the Charity and get the highest return possible. The Charity has an ethical investment policy, which excludes investments in those companies which discriminate against older people.

A professional Fund Manager, who reports quarterly to the Charity, manages listed investments. The Trustees, however, seek additional professional advice on a regular basis to ensure that the fund represents the appropriate level of risk and return for the Charity's investments.

Custodian Funds

Included in other creditors note 16, Age UK West Cumbria acts as custodian in respect of

£20,099 (2018 - £20,099). The charity acts as an intermediary for several administrated projects. Receipts and payments have been excluded from the Statement of Financial Activities. The remaining project funds are held within the cash and bank balance within the balance sheet.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set.

Responsibilities of the Trustees

The Trustees (also Directors of Age UK West Cumbria for the purposes of Company law) are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards. Company law requires that they prepare Financial Statements for each financial year, which gives a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:-

- Select suitable accounting policies and apply them consistently; observe the methods and principles in the Charities SORP; 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 a going concern basis, unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 1985. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's Auditor is unaware;
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Auditor is aware of that information.

Auditor

Armstrong Watson Accountants are deemed to be appointed under section 487(2) of the Companies Act 2006.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Registered Office:

Bradbury Independent Living Centre
19 Oxford Street
Workington
CA14 2UY

Signed on behalf of the Trustees

.....A.Prowse.....

Anne Prowse
Chair of Trustees

Date:
.....9.12.19.....

AGE UK WEST CUMBRIA
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF AGE UK WEST CUMBRIA

OPINION

We have audited the financial statements of Age UK West Cumbria (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2019 set out on pages 27 to 52. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2019 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent 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 Trustees are responsible for the other information. The other information comprises the information included in the Annual report, other than the financial statements and our Auditors' report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF AGE UK WEST CUMBRIA

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

RESPONSIBILITIES OF TRUSTEES

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

In preparing the financial statements, the Trustees are responsible for assessing the group's and the parent 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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

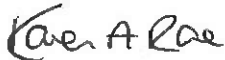
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF AGE UK WEST CUMBRIA

USE OF OUR REPORT

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



Karen A Rae FCCA
Armstrong Watson Audit Limited
Carlisle

Date: 10 December 2019

Armstrong Watson Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT
(incorporating income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2019

	Note	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	<i>Total funds 2018 £</i>
INCOME FROM:					
Donations and legacies	2	375,897	532,503	908,400	873,529
Charitable activities	3	587,156	57,922	645,078	855,767
Other trading activities	4,5	331,223	540	331,763	443,764
Investments	6	2,518	-	2,518	11,571
Other income	7	17,920	-	17,920	46,765
TOTAL INCOME		1,314,714	590,965	1,905,679	2,231,396
EXPENDITURE ON:					
Raising funds	5,8	492,035	-	492,035	643,805
Charitable activities		1,124,040	586,894	1,710,934	1,585,147
TOTAL EXPENDITURE	9	1,616,075	586,894	2,202,969	2,228,952
NET INCOME / (EXPENDITURE) BEFORE INVESTMENT GAINS/(LOSSES)					
		(301,361)	4,071	(297,290)	2,444
Net gains/(losses) on investments		7,291	-	7,291	(4,227)
NET INCOME / (EXPENDITURE) BEFORE TRANSFERS					
		(294,070)	4,071	(289,999)	(1,783)
Transfers between Funds	19	172,208	(172,208)	-	-
NET EXPENDITURE BEFORE OTHER RECOGNISED GAINS AND LOSSES					
		(121,862)	(168,137)	(289,999)	(1,783)
Impairment and revaluation of fixed assets	12	-	-	-	(59,209)
NET MOVEMENT IN FUNDS		(121,862)	(168,137)	(289,999)	(60,992)
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,252,730	219,732	1,472,462	1,533,454
TOTAL FUNDS CARRIED FORWARD		1,130,868	51,595	1,182,463	1,472,462

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

The notes on pages 31 to 52 form part of these financial statements.

AGE UK WEST CUMBRIA
(A company limited by guarantee)
REGISTERED NUMBER: 06047495

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2019

	Note	£	2019 £	£	2018 £
FIXED ASSETS					
Tangible assets	12		1,179,188		1,245,488
Investments	13		4,194		236,803
			1,183,382		1,482,291
CURRENT ASSETS					
Stocks	14	23,030		26,284	
Debtors	15	421,575		156,296	
Cash at bank and in hand		74,853		228,865	
		519,458		411,445	
CREDITORS: amounts falling due within one year	16	(279,148)		(166,007)	
NET CURRENT ASSETS			240,310		245,438
TOTAL ASSETS LESS CURRENT LIABILITIES			1,423,692		1,727,729
CREDITORS: amounts falling due after more than one year	17		(241,229)		(255,267)
NET ASSETS			1,182,463		1,472,462
CHARITY FUNDS					
Restricted funds	19		51,595		219,732
Unrestricted funds	19		1,130,868		1,252,730
TOTAL FUNDS			1,182,463		1,472,462

The company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 9.12.19 and signed on their behalf, by:

..... A. Prowse

Anne Prowse
Chair

The notes on pages 31 to 52 form part of these financial statements.

AGE UK WEST CUMBRIA
(A company limited by guarantee)
REGISTERED NUMBER: 06047495

COMPANY BALANCE SHEET
AS AT 31 MARCH 2019

	Note	£	2019 £	£	2018 £
FIXED ASSETS					
Tangible assets	12		1,179,188		1,245,488
Investments	13		4,195		236,804
			1,183,383		1,482,292
CURRENT ASSETS					
Stocks	14	23,030		26,284	
Debtors	15	428,396		173,617	
Cash at bank and in hand		74,347		222,928	
		525,773		422,829	
CREDITORS: amounts falling due within one year	16	(278,148)		(157,264)	
NET CURRENT ASSETS			247,625		265,565
TOTAL ASSETS LESS CURRENT LIABILITIES			1,431,008		1,747,857
CREDITORS: amounts falling due after more than one year	17		(241,229)		(255,267)
NET ASSETS			1,189,779		1,492,590
CHARITY FUNDS					
Restricted funds			-		219,733
Unrestricted funds			1,189,779		1,272,857
TOTAL FUNDS			1,189,779		1,492,590

The company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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..... A. Prowse

Anne Prowse
Chair

The notes on pages 31 to 52 form part of these financial statements.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019

	Note	2019 £	2018 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	21	<u>(397,815)</u>	<u>14,248</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		-	11,648
Proceeds from the sale of tangible fixed assets		41,000	-
Purchase of tangible fixed assets		(14,909)	(28,964)
Proceeds from sale of investments		240,000	341,693
Purchase of investments		-	(250,000)
Net cash provided by investing activities		<u>266,091</u>	<u>74,377</u>
Cash flows from financing activities:			
Repayments of borrowings		<u>(16,351)</u>	(15,892)
Net cash used in financing activities		<u>(16,351)</u>	<u>(15,892)</u>
Change in cash and cash equivalents in the year			
Cash and cash equivalents brought forward		<u>222,928</u>	<u>150,195</u>
Cash and cash equivalents carried forward	22	<u><u>74,853</u></u>	<u><u>222,928</u></u>

The notes on pages 31 to 52 form part of these financial statements.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES

The charity is 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 The Bradbury Independent Living Centre, Oxford Street, Workington Cumbria, CA14 2AL.

1.1 Basis of preparation of financial statements

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 (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the company alone as permitted by section 408 of the Companies Act 2006.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 5. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

After reviewing the charity's forecasts and projections, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. The charitable company therefore continues to adopt the going concern basis in preparing the financial statements.

AGE UK WEST CUMBRIA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES (continued)

1.4 Income

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

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

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

AGE UK WEST CUMBRIA
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES (continued)

1.5 Expenditure

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

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

The trustees have opted to allocate shared premises costs across projects according to hours worked by employees occupying those buildings. They have deemed this to be the most appropriate method for cost apportionment.

1.6 Basis of consolidation

The financial statements consolidate the accounts of Age UK West Cumbria and all of its subsidiary undertakings ('subsidiaries').

The company has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

The income and expenditure account for the year dealt with in the accounts of the company was a deficit of £302,810 (2018 - deficit £40,865).

1.7 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

AGE UK WEST CUMBRIA
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES (continued)

Tangible fixed assets are carried at cost or valuation, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Freehold property	-	2% straight line
Long-term leasehold property	-	Straight line over life of lease
Motor vehicles	-	25% straight line
Fixtures and fittings	-	20% straight line
Office equipment	-	25%-33% straight line

1.8 Revaluation of tangible fixed assets

The company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers. The fair value of items of plant and machinery is usually their market value determined by appraisal.

Revaluation gains and losses are recognised in other comprehensive income and accumulated in equity.

1.9 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities.

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

1.10 Interest receivable

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

1.11 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.12 Debtors

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

AGE UK WEST CUMBRIA
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES (continued)

1.13 Cash at Bank and in hand

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

1.14 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.15 Financial instruments

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

1.16 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

AGE UK WEST CUMBRIA
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

1. ACCOUNTING POLICIES (continued)

1.18 Critical accounting estimates and areas of judgement

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

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgement:

The entity operates out of several locations which support multiple projects. As a result, the directors have estimated that the most appropriate basis of support cost allocation at these sites is by hours worked on projects by staff.

Establishing useful economic lives:

Establishing useful economic lives for depreciation purposes of property, plant and equipment comprise a significant portion of the total fixed assets. The annual depreciation charge depends primarily on the estimated useful economic lives of each type of asset and estimates of residual values. The directors regularly review these assets useful economic lives and change them as necessary to reflect current thinking on remaining lives in light of prospective economic utilisation and physical condition of the assets concerned. Changes in asset useful lives can have a significant impact on depreciation charges for the period. Details of the depreciation policies based on estimated useful economic lives are included in accounting policies note 1.7.

1.19 Redundancy payments

Redundancy payments that were made to employees were calculated at the minimum statutory requirement.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	<i>Total funds 2018 £</i>
Donations	35,897	2,000	37,897	47,820
Legacies	340,000	-	340,000	112,720
Grants	-	530,503	530,503	712,989
	<hr/>	<hr/>	<hr/>	<hr/>
Total donations and legacies	375,897	532,503	908,400	873,529
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>Total 2018</i>	160,540	712,989	873,529	
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	

AGE UK WEST CUMBRIA
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Social services contract	10,000	57,922	67,922	111,230
Charitable activities	577,156	-	577,156	744,537
	<u>587,156</u>	<u>57,922</u>	<u>645,078</u>	<u>855,767</u>
<i>Total 2018</i>	<u>738,243</u>	<u>117,524</u>	<u>855,767</u>	

4. FUNDRAISING INCOME

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Fundraising income	<u>3,130</u>	<u>-</u>	<u>3,130</u>	<u>-</u>

5. TRADING ACTIVITIES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Charity trading income				
ACIS commission and new product sales	8,272	-	8,272	57,894
Trading income	319,821	540	320,361	385,870
	<u>328,093</u>	<u>540</u>	<u>328,633</u>	<u>443,764</u>
Fundraising trading expenses				
Shop purchases	148,988	-	148,988	163,462
Shop direct costs	34,328	-	34,328	169,245
Shop property costs	69,807	-	69,807	-
Trustee expenses	-	-	-	580
Wages and salaries	212,144	-	212,144	265,561
National Insurance	11,609	-	11,609	14,975
Pensions	5,346	-	5,346	7,745
Depreciation of tangible fixed assets	4,548	-	4,548	13,106
	<u>486,770</u>	<u>-</u>	<u>486,770</u>	<u>634,674</u>
Net expenditure from trading activities	<u>(158,677)</u>	<u>540</u>	<u>(158,137)</u>	<u>(190,910)</u>

Included in trading income is shop sales of £297,323 (2018 - £369,299).

AGE UK WEST CUMBRIA
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

6. INVESTMENT INCOME

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Investment income - rental income	1,600	-	1,600	-
Investment income - listed investments	798	-	798	11,571
Bank interest receivable	120	-	120	-
	<u>2,518</u>	<u>-</u>	<u>2,518</u>	<u>11,571</u>
<i>Total 2018</i>	<u>11,571</u>	<u>-</u>	<u>11,571</u>	

7. OTHER INCOMING RESOURCES

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Age UK West Cumbria Enterprises Ltd - grants receivable	-	-	-	25,000
Other income	17,920	-	17,920	21,765
	<u>17,920</u>	<u>-</u>	<u>17,920</u>	<u>46,765</u>
<i>Total 2018</i>	<u>46,765</u>	<u>-</u>	<u>46,765</u>	

8. INVESTMENT MANAGEMENT COSTS

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Investment management costs	1,804	-	1,804	6,234
	<u>1,804</u>	<u>-</u>	<u>1,804</u>	<u>6,234</u>
<i>Total 2018</i>	<u>6,234</u>	<u>-</u>	<u>6,234</u>	

AGE UK WEST CUMBRIA
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

9. ANALYSIS OF EXPENDITURE BY EXPENDITURE TYPE

	Staff costs 2019 £	Depreciation 2019 £	Other costs 2019 £	Total 2019 £	Total 2018 £
Expenditure on raising voluntary income	3,329	-	132	3,461	2,897
Expenditure on fundraising trading	229,099	4,548	253,123	486,770	634,674
Expenditure on investment management	-	-	1,804	1,804	6,234
Costs of raising funds	232,428	4,548	255,059	492,035	643,805
Direct costs - Day Care	159,184	-	43,094	202,278	240,980
Direct costs - Care Services	328,353	2,500	82,620	413,473	609,462
Direct costs - Active Living	247,143	-	19,064	266,207	275,989
Support costs	371,463	29,162	428,351	828,976	458,717
Charitable activities	1,106,143	31,662	573,129	1,710,934	1,585,148
	1,338,571	36,210	828,188	2,202,969	2,228,953
<i>Total 2018</i>	1,409,539	37,545	781,869	2,228,953	

10. NET INCOME/(EXPENDITURE)

This is stated after charging:

	2019 £	Restated 2018 £
Depreciation of tangible fixed assets: - owned by the charitable group	36,209	37,544
Auditors' remuneration - audit	9,625	9,000
Auditors' remuneration - other services	2,875	6,000
Operating lease rentals	83,061	48,326

During the year, no Trustees received any remuneration (2018 - £NIL).

During the year, no Trustees received any benefits in kind (2018 - £NIL).

During the year, 2 Trustees received £673 reimbursement of expenses (2018: 3 trustees - £720).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

11. STAFF COSTS

Staff costs were as follows:

	2019	2018
	£	£
Wages and salaries	1,240,747	1,293,670
Social security costs	68,678	78,327
Other pension costs	29,147	37,542
	<u>1,338,572</u>	<u>1,409,539</u>

Included within staff costs for the year is £32,279 statutory redundancy costs (2018 - £69,185). These were incurred in March 2019 following the loss of the Placed Based Prevention contract.

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

	2019	2018
	No.	No.
Services staff	57	66
Trading staff	19	22
Administration & support staff	16	14
	<u>92</u>	<u>102</u>

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

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £72,411 (2018 - £76,577).

In addition to salaried employees, several consultancy firms were engaged to assist in the restructuring of the company these included financial and VAT consultancy work performed by Armstrong Watson. Specific Charity consultancy work performed by CASS Business School, Interim FD services provided by Galen Partners Ltd and Chief Restructuring Officer services provided by 3rd Sector Solutions Ltd. These services were provided as consultancy services acting as agents for the company under the control of the former CEO Andrew Todman and Chair of Trustees Anne Prowse.

Since the balance sheet date, the trustees have appointed David Hole as interim CEO. This ensured continuity of the restructuring process needed to ensure our long term viability to which he has made a significant contribution. The in-depth knowledge he had gained during this period enabled him to clearly demonstrate the skills required of a CEO combined with his 30 years professional restructuring experience. This decision has enabled us to avoid the long-time scales needed for external recruitment. It is noted that David Hole is a co-owner and co-founder of Galen Partners Ltd and 3rd Sector Solutions Ltd. Total consultancy fees paid to these entities during the year were £106,918 (2018 - £Nil).

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

12. TANGIBLE FIXED ASSETS

Group	Freehold property £	Long- term leasehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2018	1,390,173	118,000	24,369	88,811	120,010	1,741,363
Additions	11,084	-	-	-	3,825	14,909
Disposals	(50,000)	-	-	-	(19,800)	(69,800)
At 31 March 2019	<u>1,351,257</u>	<u>118,000</u>	<u>24,369</u>	<u>88,811</u>	<u>104,035</u>	<u>1,686,472</u>
Depreciation						
At 1 April 2018	266,704	11,800	20,158	84,326	112,887	495,875
Charge for the year	25,244	2,360	3,161	1,093	4,351	36,209
On disposals	(5,000)	-	-	-	(19,800)	(24,800)
At 31 March 2019	<u>286,948</u>	<u>14,160</u>	<u>23,319</u>	<u>85,419</u>	<u>97,438</u>	<u>507,284</u>
Net book value						
At 31 March 2019	<u>1,064,309</u>	<u>103,840</u>	<u>1,050</u>	<u>3,392</u>	<u>6,597</u>	<u>1,179,188</u>
At 31 March 2018	<u>1,123,469</u>	<u>106,200</u>	<u>4,211</u>	<u>4,485</u>	<u>7,123</u>	<u>1,245,488</u>

Company	Freehold property £	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2018	1,390,173	118,000	24,369	88,811	120,010	1,741,363
Additions	11,084	-	-	-	3,825	14,909
Disposals	(50,000)	-	-	-	(19,800)	(69,800)
At 31 March 2019	<u>1,351,257</u>	<u>118,000</u>	<u>24,369</u>	<u>88,811</u>	<u>104,035</u>	<u>1,686,472</u>
Depreciation						
At 1 April 2018	266,704	11,800	20,158	84,326	112,887	495,875
Charge for the year	25,244	2,360	3,161	1,093	4,351	36,209
On disposals	(5,000)	-	-	-	(19,800)	(24,800)
At 31 March 2019	<u>286,948</u>	<u>14,160</u>	<u>23,319</u>	<u>85,419</u>	<u>97,438</u>	<u>507,284</u>
Net book value						
At 31 March 2019	<u>1,064,309</u>	<u>103,840</u>	<u>1,050</u>	<u>3,392</u>	<u>6,597</u>	<u>1,179,188</u>
At 31 March 2018	<u>1,123,469</u>	<u>106,200</u>	<u>4,211</u>	<u>4,485</u>	<u>7,123</u>	<u>1,245,488</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

12. TANGIBLE FIXED ASSETS (continued)

As part of the restructuring process in June and July 2018, all properties were revalued by SWH Surveys Consultant Surveyors & Valuers and were revalued to their fair value as follows:

<u>Land and buildings</u>	<u>Net Book Value</u>	<u>Revaluation</u>
Old Customs House, Whitehaven	£135,000	£200,000
93 Mainstreet, Cockermouth	£112,500	£130,000
71 Senhouse Street, Maryport	£45,000	£45,000
De Lucy Building, Egremont	£108,000	£120,000
Bradbury Centre, Millom	£112,500	£140,000

Since the previous valuations made on 12 March 2013, the charity purchased and developed a site on Oxford Street in Workington, now known as The Bradbury Independent Living Centre "The BILC", for a total cost of £662,350 included in freehold property above.

This building was valued by SWH Surveys Consultant Surveyors & Valuers at a saleable market value of £270,000. As this is not a true and fair reflection of the value of this specialised building to the Charity, the Trustees considered an alternative valuation method for this building. Value in use has been determined as the discounted value of future incoming resources, attributable to the building for the next three years. A total impairment of £181,209 was recognised in the Consolidated Statement of Financial Activities for the year ended 31 March 2018 in relation to this, with an ongoing valuation of this building being carried forward in the balance sheet of £484,105.

The Trustees' policy is to reassess the building valuation every three years. Whilst they acknowledge that the value in use of the BILC has increased following changes made in the restructure of the organisation, they have deemed it prudent to keep the current valuation of the BILC in the financial statements whilst the Charity is undergoing these strategic changes.

In respect of tangible fixed assets held at valuation, the aggregate cost, depreciation and comparable carrying amount that would have been recognised had the assets been carried under the historical cost model are as follows:

<u>At 31 March 2018</u>	<u>F/Hold Property</u>	<u>L/Leasehold Property</u>	<u>Total</u>
Aggregate cost	£2,448,714	£55,357	£2,504,071
Aggregate depreciation	(£480,067)	(£42,257)	(£522,324)
Carrying value	£1,968,647	£13,100	£1,981,747

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

13. FIXED ASSET INVESTMENTS

Group	Listed securities £	Unlisted securities £	Total £
Market value			
At 1 April 2018	241,566	264	241,830
Disposals	(237,372)	-	(237,372)
At 31 March 2019	<u>4,194</u>	<u>264</u>	<u>4,458</u>
Impairment			
At 1 April 2018	4,763	264	5,027
Impairment on disposals	(4,763)	-	(4,763)
At 31 March 2019	<u>-</u>	<u>264</u>	<u>264</u>
Net book value			
At 31 March 2019	<u>4,194</u>	<u>-</u>	<u>4,194</u>
At 31 March 2018	<u>236,803</u>	<u>-</u>	<u>236,803</u>

Valuation

Investments are included at fair value and are measured at market value as provided by the portfolio fund managers at the balance sheet date.

Group material investments

	31 March 2019 £	31 March 2018 £
iShares UK Gilts 0-5yr UCITS ETF Dis	-	88,796
Legal & General Shrt Dtd Sterling Crp Bond Index Acc	-	56,667
BlackRock 100 UK Equity Index Tracker D Acc	-	48,777
	<u>-</u>	<u>194,240</u>

There were no individually material investments in 2019.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

13. FIXED ASSET INVESTMENTS (continued)

Company	Listed securities £	Unlisted securities £	Sub total carried forward £
Market value			
At 1 April 2018	241,566	264	241,830
Disposals	(237,372)	-	(237,372)
At 31 March 2019	<u>4,194</u>	<u>264</u>	<u>4,458</u>
Impairment			
At 1 April 2018	4,763	264	5,027
Impairment on disposals	(4,763)	-	(4,763)
At 31 March 2019	<u>-</u>	<u>264</u>	<u>264</u>
Net book value			
At 31 March 2019	<u>4,194</u>	<u>-</u>	<u>4,194</u>
At 31 March 2018	<u>236,803</u>	<u>-</u>	<u>236,803</u>
	Sub total brought forward £	Shares in group undertakings £	Total £
Company			
Market value			
At 1 April 2018	241,830	1	241,831
Disposals	(237,372)	-	(237,372)
At 31 March 2019	<u>4,458</u>	<u>1</u>	<u>4,459</u>
Impairment			
At 1 April 2018	5,027	-	5,027
Impairment on disposals	(4,763)	-	(4,763)
At 31 March 2019	<u>264</u>	<u>-</u>	<u>264</u>
Net book value			
At 31 March 2019	<u>4,194</u>	<u>1</u>	<u>4,195</u>
At 31 March 2018	<u>236,803</u>	<u>1</u>	<u>236,804</u>

Valuation

Investments are included at fair value and are measured at market value as provided by the portfolio fund managers at the balance sheet date.

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**NOTES TO THE FINANCIAL STATEMENTS
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14. STOCKS

	Group		Company	
	2019 £	2018 £	2019 £	2018 £
Finished goods and goods for resale	23,030	26,284	23,030	26,284

Stock recognised as an expense in the period were £148,988 (2018 - £163,856).

15. DEBTORS

	Group		Company	
	2019 £	2018 £	2019 £	2018 £
Trade debtors	33,750	38,679	33,750	38,679
Amounts owed by group undertakings	-	-	-	-
Other debtors	5,042	3,563	11,863	20,884
Prepayments and accrued income	382,783	114,054	382,783	114,054
	421,575	156,296	428,396	173,617

16. CREDITORS: Amounts falling due within one year

	Group		Company	
	2019 £	2018 £	2019 £	2018 £
Bank loans and overdrafts	16,351	18,664	16,351	18,664
Trade creditors	114,238	46,344	114,238	46,344
Other taxation and social security	51,837	-	51,837	-
Other creditors	30,058	20,099	30,058	20,099
Accruals and deferred income	66,664	80,900	65,664	72,157
	279,148	166,007	278,148	157,264

AGE UK WEST CUMBRIA
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

16. CREDITORS: Amounts falling due within one year (continued)

	<u>Group</u>		<u>Company</u>	
	£	£	£	£
Deferred income				
Deferred income at 1 April 2018	72,157	65,116	72,157	65,116
Resources deferred during the year	19,283	72,157	19,283	72,157
Amounts released from previous years	(72,157)	(65,116)	(72,157)	(65,116)
Deferred income at 31 March 2019	<u>19,283</u>	<u>72,157</u>	<u>19,283</u>	<u>72,157</u>

The loans are secured by way of a charge over 14-15 Market Place, Egremont, dated 1 August 2008 and is repayable over 20 years at a variable interest rate and a charge over Solway House, Oxford Street, Workington ("The BILC") and Old Customs House, Whitehaven dated 16 January 2015 and 9 January 2015 respectively.

Included in other creditors is £20,099 (2018 - £20,099) relating to funds where the charity acts as an intermediary for several administered projects. Receipts and payments have been excluded from the Statement of Financial Activities, however the remaining project funds are within the cash and bank balance within the Balance Sheet. Age UK West Cumbria acts as custodian of these funds.

At the balance sheet date, the charity had secured an additional loan of £185,000 with Barclays bank. This loan had not been drawn down as at 31 March 2019, and is therefore not included with creditors.

17. CREDITORS: Amounts falling due after more than one year

	<u>Group</u>		<u>Company</u>	
	2019 £	2018 £	2019 £	2018 £
Bank loans	<u>241,229</u>	<u>255,267</u>	<u>241,229</u>	<u>255,267</u>

Creditors include amounts not wholly repayable within 5 years as follows:

	<u>Group</u>		<u>Company</u>	
	2019 £	2018 £	2019 £	2018 £
Repayable by instalments	<u>175,826</u>	<u>166,614</u>	<u>175,826</u>	<u>166,614</u>

The loans are secured by way of a charge over 14-15 Market Place, Egremont, dated 1 August 2008 and is repayable over 20 years at a variable interest rate and a charge over Solway House, Oxford Street, Workington ("The BILC") and Old Customs House, Whitehaven dated 16 January 2015 and 9 January 2015 respectively.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

18. FINANCIAL INSTRUMENTS

	2019 £	2018 £
Financial assets measured at amortised cost	<u>38,792</u>	<u>72,129</u>
Financial liabilities measured at amortised cost	<u>501,094</u>	<u>371,859</u>

Financial assets measured at amortised cost comprise trade debtors and other debtors.

Financial liabilities measured at amortised cost comprise of bank loans, trade and other creditors and accruals.

19. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2019 £
Designated funds						
Property improvements	<u>35,000</u>	-	-	-	-	<u>35,000</u>
General funds						
Reserves	<u>1,217,730</u>	<u>1,314,714</u>	<u>(1,616,075)</u>	<u>172,208</u>	<u>7,291</u>	<u>1,095,868</u>
Total Unrestricted funds	<u>1,252,730</u>	<u>1,314,714</u>	<u>(1,616,075)</u>	<u>172,208</u>	<u>7,291</u>	<u>1,130,868</u>
Restricted funds						
Active Living & Community Services	<u>219,732</u>	<u>590,965</u>	<u>(586,894)</u>	<u>(172,208)</u>	-	<u>51,595</u>
Total of funds	<u>1,472,462</u>	<u>1,905,679</u>	<u>(2,202,969)</u>	<u>-</u>	<u>7,291</u>	<u>1,182,463</u>

Active Living

Place Based Prevention (PBP) Programme District Volunteering Support:

As a provider of the PBP Programme, we are required to develop a strong volunteering base across Allerdale and Copeland by recruiting and managing volunteers both to support client assessment and the delivery of the service. Volunteering support has been particularly valuable in improving social connectedness for clients.

Community Services

Dementia Action Alliances:

We have continued to support the creation of Dementia Action Alliances (DAAs) in Allerdale in partnership with Allerdale Community Development Officers. This work has been supported by funding from Cumbria Community Foundation. The aims are to improve accessibility to community services for people living with dementia, their families and carers and to promote greater understanding in the wider community of how to support people with dementia.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

19. STATEMENT OF FUNDS (continued)

Elder Abuse Awareness project:

This project, funded by the Police and Crime Commissioner, ran from April 2017 until the end of March 2018. It aimed to raise awareness of Elder Abuse in all its different forms – Physical; Neglect; Sexual; Emotional/Psychological and Financial. The project reached 987 people directly - almost double the original target of 500 - through awareness-raising sessions to both general public and professionals. It reached a wider audience indirectly through the distribution of 3,700 leaflets, 740 business cards and 500 flyers.

Transfer between funds

A review of all of the charity's funds has been undertaken internally by the new management team during the year. This review has identified a difference between the expected carry forward of the Active Living and Community Services funds in comparison to those recorded within the accounting records. The Trustees believe that due to the quality of the accounting records previously maintained, there has been expenditure incurred which have been recorded as unrestricted expenditure which should have been allocated against these funds. The Trustees are confident that the carry forward figures of £51,595 is an accurate representation of the unspent balances of the funds at the year end date as reported within these financial statements. The Trustees have taken the decision to include a transfer between funds to rectify this balance to the corrected figure on this basis. The charity has maintained correspondence with funders to ensure that conditions of funding have been met and that monies have been expended in accordance with the purposes of the grants awarded. At the year end date, the Trustees are not aware of any amounts which are due to be repaid in respect of these grants.

STATEMENT OF FUNDS - PRIOR YEAR

	<i>Balance at 1 April 2017</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2018</i>
	£	£	£	£	£	£
Property improvements	35,000	-	-	-	-	35,000
General funds						
Reserves	1,025,077	1,400,883	(1,445,963)	301,169	(63,436)	1,217,730
Restricted funds						
Property Purchase	28,944	-	-	(28,944)	-	-
Solway House (BILC)	272,225	-	-	(272,225)	-	-
Active Living & Community Services	172,208	830,513	(782,989)	-	-	219,732
	<u>473,377</u>	<u>830,513</u>	<u>(782,989)</u>	<u>(301,169)</u>	<u>-</u>	<u>219,732</u>
Total of funds	<u><u>1,533,454</u></u>	<u><u>2,231,396</u></u>	<u><u>(2,228,952)</u></u>	<u><u>-</u></u>	<u><u>(63,436)</u></u>	<u><u>1,472,462</u></u>

The Trustees agreed to make a transfer of £301,169 in 2018 from the restricted fixed asset funds back into general reserves as both 'The BILC' and the De Lucy Centre are now completed and the restrictions attached to funding have been fulfilled.

AGE UK WEST CUMBRIA
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2019 £
Designated funds	35,000	-	-	-	-	35,000
General funds	1,217,730	1,314,714	(1,616,075)	172,208	7,291	1,095,868
	<u>1,252,730</u>	<u>1,314,714</u>	<u>(1,616,075)</u>	<u>172,208</u>	<u>7,291</u>	<u>1,130,868</u>
Restricted funds	219,732	590,965	(586,894)	(172,208)	-	51,595
	<u>1,472,462</u>	<u>1,905,679</u>	<u>(2,202,969)</u>	<u>-</u>	<u>7,291</u>	<u>1,182,463</u>

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2017 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2018 £
Designated funds	35,000	-	-	-	-	35,000
General funds	1,025,077	1,400,883	(1,445,963)	301,169	(63,436)	1,217,730
	<u>1,060,077</u>	<u>1,400,883</u>	<u>(1,445,963)</u>	<u>301,169</u>	<u>(63,436)</u>	<u>1,252,730</u>
Restricted funds	473,377	830,513	(782,989)	(301,169)	-	219,732
	<u>1,533,454</u>	<u>2,231,396</u>	<u>(2,228,952)</u>	<u>-</u>	<u>(63,436)</u>	<u>1,472,462</u>

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Tangible fixed assets	1,179,188	-	1,179,188
Fixed asset investments	4,194	-	4,194
Current assets	467,863	51,595	519,458
Creditors due within one year	(279,148)	-	(279,148)
Creditors due in more than one year	(241,229)	-	(241,229)
	<u>1,130,868</u>	<u>51,595</u>	<u>1,182,463</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS (continued)

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	<i>Unrestricted funds</i>	<i>Restricted funds</i>	<i>Total funds</i>
	2018	2018	2018
	£	£	£
Tangible fixed assets	1,245,489	-	1,245,489
Fixed asset investments	236,803	-	236,803
Current assets	158,410	253,034	411,444
Creditors due within one year	(132,705)	(33,302)	(166,007)
Creditors due in more than one year	(255,267)	-	(255,267)
	<u>1,252,730</u>	<u>219,732</u>	<u>1,472,462</u>

21. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Group	
	2019	2018
	£	£
Net expenditure for the year (as per Statement of Financial Activities)	(289,999)	(1,783)
Adjustment for:		
Depreciation charges	36,209	36,853
Gains/(losses) on investments	7,291	(4,227)
Dividends, interest and rents from investments	9,928	(11,571)
Loss on the sale of fixed assets	9,000	-
Decrease in stocks	3,254	394
Increase in debtors	(265,279)	(49,082)
Increase in creditors	91,781	43,664
Net cash (used in)/provided by operating activities	<u>(397,815)</u>	<u>14,248</u>

22. ANALYSIS OF CASH AND CASH EQUIVALENTS

	Group	
	2019	2018
	£	£
Cash in hand	74,853	222,928
Total	<u>74,853</u>	<u>222,928</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

23. PENSION COMMITMENTS

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £29,147 (2018 - £37,542). At the balance sheet date there were no pension contributions outstanding (2018 - £Nil).

24. OPERATING LEASE COMMITMENTS

At 31 March 2019 the total of the group's future minimum lease payments under non-cancellable operating leases was:

Group	2019	2018
	£	£
Amounts payable:		
Within 1 year	55,485	83,062
Between 1 and 5 years	70,590	75,867
After more than 5 years	52,000	65,000
	<hr/>	<hr/>
Total	178,075	223,929
	<hr/> <hr/>	<hr/> <hr/>

At 31 March 2019 the company had annual commitments under non-cancellable operating leases as follows:

Company		
Amounts payable:		
Within 1 year	55,485	83,062
Between 1 and 5 years	70,590	75,867
After more than 5 years	52,000	65,000
	<hr/>	<hr/>
Total	178,075	223,929
	<hr/> <hr/>	<hr/> <hr/>

25. RELATED PARTY TRANSACTIONS

The Trustees do not receive remuneration. During the year travel expenses of £673 were reimbursed to 2 Trustees (2018 - £720, 3 Trustees).

AGE UK WEST CUMBRIA
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

26. PRINCIPAL SUBSIDIARIES

Age UK West Cumbria Enterprises Limited

Subsidiary name	Age UK West Cumbria Enterprises Limited
Company registration number	10071103
Basis of control	
Equity shareholding %	100%
Total assets as at 31 March 2019	£ 507
Total liabilities as at 31 March 2019	£ 7,821
Total equity as at 31 March 2019	£ (7,314)
Turnover for the year ended 31 March 2019	£ 8,272
Expenditure for the year ended 31 March 2019	£ 265
Profit for the year ended 31 March 2019	£ 8,009

During 2018 the Directors of the subsidiary company took the strategic decision to wind down the trading activity. Commissions on insurance renewals are still to be expected from Age UK National in the forthcoming years, therefore the subsidiary is not yet dormant.