

Improving later life. Today and tomorrow.



Report of Trustees and
Annual Accounts 2012/13



About Age UK

Age UK has a vision of a world where older people flourish. We are here to stand up for the 14 million people in the UK and 846 million people internationally who have now reached later life, but also to speak for the long-term interests of every one of us, working to ensure that experiences of ageing improve from one generation to the next. We aim to improve later life for everyone through our information and advice, campaigns, products, training and research.

Our partners

Age UK works with partners in the UK and across the world. We work with Age Cymru, Age Scotland and Age NI and with local Age UKs in communities across England. Internationally, our partner Age International works through HelpAge International to support local organisations in more than 40 developing countries.

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Message from the Chairman and Chief Executive

This year we have been affected by tough economic conditions but we have continued to build for the future as well as helping those who need us now. Age UK is committed to improving later life today and tomorrow. We stand up for people who have reached later life and take action to ensure that experiences of ageing improve as we look to 2020 and beyond.

The overall state of the economy has impacted on many charities – and Age UK is no exception. We experienced a drop in income of £8.8 million to £158.9 million. This was mainly due to a fall in fundraising income from donations and legacies. Although our income fell by 5.2 per cent, we reduced our charitable expenditure by only 3 per cent because we focused on protecting our front line services. This year we spent £78.0 million on charitable activities, much more than our total fundraising income of £43.6 million. We were able to do this because of the contribution made by our trading activities.

We have made huge strides in many areas. Public recognition of Age UK has continued to grow – over 85% of the population are now aware of us. Our website reached over 5 million unique visitors in this year alone.

Together with our partners we provided information and advice to over 5.2 million people and helped older people navigate a complex and confusing benefits system, identifying £145 million in benefits they were entitled to.

We have had some notable campaigning successes. We called for a simpler and fairer deal for State Pensions and we were pleased that in January 2013 the Government published a White Paper outlining a single-tier State Pension for future pensioners that will take effect in 2016. We were also delighted that automatic enrolment was introduced in October 2012. These measures should give more people

the opportunity to build up an adequate income for later life.

We successfully lobbied the Government to bring forward legislation that better meets the care needs of older people. After continuous pressure from Age UK and our Care in Crisis campaign, the Government committed to implementing the proposals of the Dilnot Commission on the funding of care. Although the proposals are less generous than we would have liked this still amounts to a £1 billion commitment at a time of severe constraints on spending.

Our achievements also extend to our international work through our newly formed subsidiary charity, Age International. With the number of older people set to reach 1 billion by 2020¹ increased longevity means greater hardship for many older people. Age discrimination, lack of income and poor healthcare all come together to make later life a time of extreme vulnerability for some. Working with HelpAge International and the Disasters Emergency Committee (DEC) we have helped people in more than 40 developing countries, reaching those in emergencies, poverty and ill-health.

We also continued our collaboration with the World Health Organisation, working in Ghana to support an innovative approach to health policy and practice. We look forward to being able to report in future years on the impact this work is having on promoting appropriate healthcare for older people in low and middle income countries.

The continued success of our commercial operations is dependent on investment. This year we have opened seven new shops, refitted 24 shops and grown the number of Age UK Enterprises customers to 1.2 million people. We have continued to invest in promoting Age UK to ensure that people know about us and know how to reach us. By investing now we are ensuring that we can continue to fulfil our purpose and make the greatest possible difference to older people.

As well as investing in future income generation, this year we began a programme of change to complete the integration of Age UK (which was formed in 2009 by the merger of Help the Aged and Age Concern England) and to reduce our costs given inflationary pressures and the prevailing economic climate. As a result we have exceptional restructuring costs in our accounts this year, but these will lead to savings of several million pounds over the next few years.

'By investing now we are ensuring that we can continue to fulfil our purpose and make the greatest possible difference to older people.'

Age UK's achievements this year would not have been possible without the contribution of Age UK's Trustees, our senior management team, staff, supporters and volunteers – we would like to thank them all for their continued support.

In particular, we pay tribute to Tim Ablett, a highly valued Trustee of Age UK and Chair of Age UK Enterprises, who sadly passed away this year. Tim made a significant contribution to the work and success of Age UK and we are hugely grateful for his commitment and support.

We are pleased to present Age UK's Annual Report and Accounts.



A handwritten signature in black ink that reads "Dianne Jeffrey".

Dianne Jeffrey CBE DL
Chairman



A handwritten signature in black ink that reads "Tom Wright".

Tom Wright CBE
Group Chief Executive

The year in numbers

Home & care

Through our information guides, local partners and our national advice line we let over

136,000 people

know how to change their supplier and save money through energy efficiency.

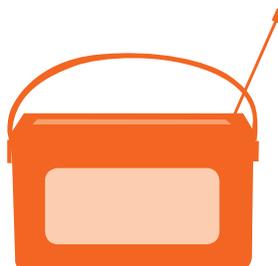
This year, our winter grants programme benefitted

63,000 people.

Our HandyVan service achieved a positive customer satisfaction rate of **99 per cent.**



Travel & lifestyle



We formed a partnership with Silver Travel Advisor. The service provides Age UK enquirers with suggestions and travel tips.

This year an estimated **180,000 people** tuned in to hear our radio station, The Wireless.



Health & wellbeing

With our partners, we supported **more than 38,000**

older people to be more active, meet new people and have fun.

Our first gym day saw

250 gyms up and down the country

open their doors to older people for free.



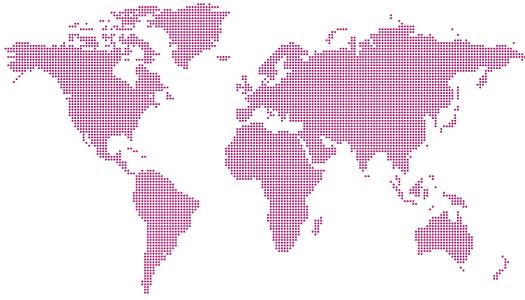
We awarded grants totalling **£985,122 for 11 new research projects**

to improve the health and wellbeing of older people.

We reached almost **1,000 older people** through our telephone befriending services.



Around the world

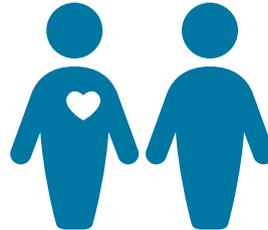


We helped **850,000** vulnerable older people to receive 1.8 million services to improve health and wellbeing, income status and to prepare for and recover from emergencies.

We assisted **233,000 older people and family members** following emergencies in 12 countries.

Work & learning

Through our local partners and digital inclusion network, we supported nearly **20,000 older people** with digital skills and training.



We hosted our second annual Older Volunteer Awards event to celebrate the contribution of volunteers.

Money matters

A complex and confusing benefits system results in millions of pounds going unclaimed. This year we helped older people claim **£145 million** in benefits they were entitled to.

In seven days our Moneybus reached more than **3,000 people** across England from Durham to Salisbury.



Closer to home



We extended the Age UK network by successfully signing up over **490 Friends & Forums.**

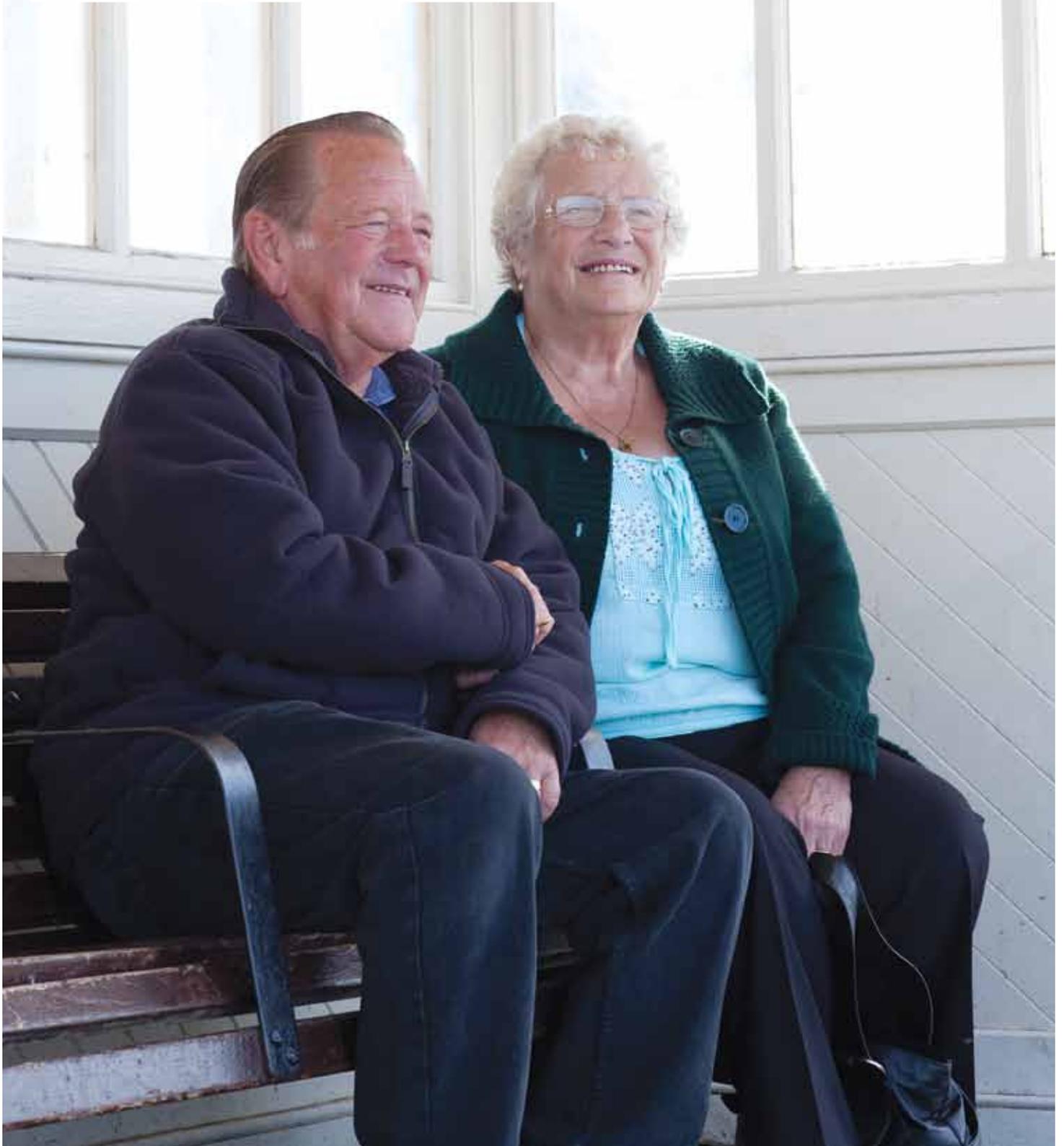
Through events, focus groups and campaigns, we provided more than **15,000** opportunities for older people to influence the agenda and make their voices heard.



'We can get things now that we didn't before. If we needed a pair of shoes, we had to get the cheapest shoes you could and they didn't last. Now we can get a proper pair, and then of course you can have extra things to eat that you couldn't before.'

Brian and Pamela

Assisted by an Information and Advice Adviser at Age UK Darlington



Money matters

2020
and beyond

1.6 million older people live in poverty and 900,000 of these people live in severe poverty.² Worryingly, the older that people are, the more likely it is that they have a low income and material deprivation. This is especially concerning given that the number of people over 85 in the UK is predicted to double in the next 20 years and nearly treble in the next 30 years.³

We believe that all current and future pensioners should have sufficient income from state and private sources to live comfortably and participate fully in society.

www.ageuk.org.uk/money-matters



We believe that all current and future pensioners should have sufficient income from state and private sources to live comfortably and participate fully in society.

We said we would...

continue to fight for a fairer deal on State Pensions that includes benefits for current pensioners and a single-tier pension for the future.

We made good progress on behalf of future pensioners this year but there is more to do for current pensioners.

In January 2013, in response to pressure from Age UK and others for reform of the pensions system, the Government published a White Paper containing proposals for a simpler and fairer deal on State Pensions. The Paper outlined a single-tier State Pension for future pensioners that will take effect in 2016.

For future pensioners, State Pension reform plus the continuing roll-out of automatic enrolment into workplace pensions should give more people the opportunity to build up an adequate income for later life. However we continue to call for improvements to the State Pension for current pensioners as well as for those reaching State Pension age in the future.



**Between £3.7
and £5.5 billion**

of means tested benefits that should rightfully go to older people in GB went unclaimed in 2009/10.⁴

We said we would...

campaign to end pensioner poverty and increase public engagement with the issue.

We received significant national media coverage as a result of our policy and campaigning work on pensioner poverty. We continued to highlight that one in three pensioners are living on or just above the poverty line. We also worked closely with the BBC on its Ageing Season, which aired in September 2012 and included hard-hitting documentaries on pensioner poverty and isolation.

We said that...

together with our partners, we would help older people to identify over £120 million in benefits to which they are entitled.

Together with our partners we helped older people identify £145 million in unclaimed benefits.

² Age UK Economics Tracker, Survey of Great Britain, summer 2013

³ Older People's Day, 2011, Statistical Bulletin, Office of National Statistics, September 2011

⁴ *Income Related Benefits Estimates of Take-up in 2009/10*, Department for Work and Pensions, 2012

‘I was horrified to hear that the proposed new pension of £144 per week would only apply to those who weren’t already receiving their pension. We need a fair State Pension for all now, not just for new pensioners.’

We said we would...

ensure that we were able to help older people understand the impact of the introduction of universal credit in April 2013 by training our staff to provide expert advice on the issue and by providing helpful guides and fact sheets.

We delivered two national training courses and two seminars on welfare reform and gave regular monthly benefits briefings to enable our local partners’ information and advice workers to provide reliable advice.

Age UK Advice helpline advisers were given briefings on the new Personal Independence Payment (PIP) and Universal Credit. We also published a fact sheet on these new welfare benefits and updated our public information guides.

Single-tier State Pension

We were pleased that in January 2013 the Government published a White Paper containing proposals to replace the current complicated State Pension, which has a basic pension and additional pension, with a single-tier State Pension for future pensioners of around £144 a week in today’s terms. This will be paid to those who reach State Pension age from 6 April 2016 onwards with 35 years of paid or credited contributions. We produced a briefing on the Pensions Bill summarising the key areas of the Bill and our recommendations, briefed MPs and gave oral evidence to the Bill Committee in the House of Commons. Included in our recommendations was a call for Government to apply improvements to current pensions as well as future pensions. We will continue to lobby Government on this issue.

Private Pensions

We continued to campaign for improved private pensions and we were delighted that automatic enrolment in workplace pensions was finally rolled out from October 2012. Automatic enrolment means that employers are required by law to enrol all their eligible employees into either a workplace pension or National Employment Savings Trust (NEST) – and to make minimum levels of contributions. These start low and increase gradually over a number of years reaching a minimum total combined employee and employer contribution, including tax relief, of 8 per cent from October 2018 with at least 3 per cent from the employer. Employees can choose to opt out of these arrangements, meaning they will lose the benefit of the employer contribution.



'People like me need Age UK as much as older people themselves. It is somebody to turn to when you are trying to help.'

Caller who rang Age UK's information and advice line

Automatic enrolment will mean more small pension pots in the system and barriers in the current voluntary transfer system will prevent people taking their pots with them when they leave an employer. We were therefore pleased that the Government also announced that it intends to take action in a number of other areas raised by Age UK, including addressing small private pension pots and pension charges.

Benefit entitlement

Together with our partners we helped older people identify £145 million in unclaimed benefits. Our research has shown that this extra money was spent on essential items such as food, paying utility bills and practical help at home.

This year as part of our More Money in Your Pocket campaign, Legal & General sponsored our Moneybus, travelling to places such as Bradford, Cheshire, County Durham, East Riding of Yorkshire, Leeds, Northumberland and Salisbury. In seven days we reached more than 3,000 people and provided individual information and advice sessions to nearly 200 people.

Do you know our information and advice line, Age UK Advice, is free to call **0800 169 65 65** and helps people 365 days a year?

Our plans for 2013/14

- We will influence the proposals for a single-tier State Pension in 2016 to ensure that tomorrow's pensioners can achieve an adequate income for later life. We will work to make sure that no-one is disadvantaged by the changes.
- We will promote benefit take-up campaigns that reach all in need and help reduce poverty.
- Together with our local partners we will help older people identify over £145 million in benefits to which they are entitled.

Health & wellbeing

2020
and beyond

An estimated 4 million older people in the UK (36 per cent of people aged 65–76 and 47 per cent of those aged 75+) have a limiting long-standing illness.⁵ If nothing is done about age-related disease, there will be over 6 million people with a long-term limiting illness or disability by 2030.⁶

We believe that all older people should have the opportunity and support to live happy and healthy lives through equal access to appropriate prevention, treatment and rehabilitation services.

www.ageuk.org.uk/health-wellbeing



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We said we would...

continue to work with local Age UKs to tackle isolation and loneliness, reaching 1,000 older people through our telephone befriending services.

Through our national telephone befriending service and through working with 20 local partners, we have reached almost 1,000 older people – helping tackle isolation and loneliness.

We said we would...

continue to give older people the information they need about the simple steps they can take to prevent falls by running more than 1,000 awareness-raising events.

Over 1,000 events took place for Falls Awareness Week. Activities were hosted by a range of organisations including local Age UKs. The events promoted services and interventions to help older people maintain healthy bones and reduce the risk of falls and fractures.

Our year long falls prevention initiative 'Make Your Home Falls Free' reached almost 45,000 older people with campaign materials to help reduce the risk of falling at home. 79 local Age UKs supported the campaign and 350 organisations such as hospitals and GPs surgeries took part.



One third of all older people admitted to hospital and care homes are at **risk of malnutrition** (32 per cent of 65+). For care homes alone, the figure at **risk in 2008 was 37 per cent.**⁷

We said we would...

work as part of the Malnutrition Task Force, led by Age UK in partnership with leading charities and private companies such as *apetito* and *Nutricia*, to improve nutritional care for older people in the community and in institutional and residential care settings.

The Malnutrition Task Force published guidance on good practice for nutrition and hydration care in hospitals and care homes and developed a framework to support local communities to take action. Age UK contributed to the analysis of the cost of malnutrition which formed a central element of the work of the Task Force, and which was presented at the House of Lords.

5 The estimate is for the UK, based on Great Britain data from the General Lifestyle Survey 2011, Office for National Statistics, 2013

6 Age UK estimate based on General Lifestyle Survey 2008, ONS 2010 and mid-2010 based population projections, ONS 2011

7 *Nutrition Screening Survey in the UK in Winter 2010*, BAPEN 2011

'I have lost all my friends and am feeling depressed. Just to hear someone say my name...that means a lot.'

Participant in the telephone befriending service



We said we would...

continue to fund research into age-related conditions and build Age UK's centre of knowledge in ageing.

Through the Research into Ageing Fund (RiAF) we awarded grants of £985,122⁸ for 11 new research projects to improve the health and wellbeing of older people.

We said we would...

promote health, independence and wellbeing, working with local Age UKs to get 15,000 people in later life involved in healthy ageing activities.

Working with our partners we supported more than 38,000 older people over the year to be more active, meet new people and have fun through our Fit as a Fiddle project, funded by the Big Lottery.

Our first Gym Open Day was held in July. This new initiative saw over 250 gyms up and down the country open their doors to older people for free.

Loneliness is as harmful for our health as smoking 15 cigarettes a day.⁹



Money matters

Health & wellbeing

Home & care

Travel & lifestyle

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Auditor's report

8 A total of £1,075,215 of grants were awarded. This includes £90,093 from the British Geriatrics Society as their contribution towards two grants.

9 Social relationships and mortality risk: a meta-analytic review. Holt-Lunstad J, Smith TB, Layton JB. PLoS Med 2010;7(7)

Fit as a Fiddle

Nearly 27,000 older people participated in Fit as a Fiddle for the first time between April 2012 and March 2013. Over 700 older people were trained as volunteers to act as buddies to individuals participating in the portfolio. A further £3.5 million has been secured from the Big Lottery Fund to improve the health and wellbeing of almost 5,000 individuals from April 2013 to March 2015.

Joan is 88 and finds it difficult to leave her sheltered housing complex.

Through Age UK's Fit as a Fiddle programme Joan and other residents take part in armchair exercise classes that take place on site. People living in the local community can come into the housing complex to join in the class. During the class and afterwards there is a lot of socialising and so the classes also provide opportunities to make new friendships. Joan has been given a written outline of the exercises so it is clear what to do in each class, and how to practice between sessions.

Promoting good integrated care for older people

We have been working with Age UK Cornwall and the Isles of Scilly to pilot an innovative project which looks at how we can improve the health and wellbeing of older people with a number of health conditions by bridging the gap between local health and social care services. Working with 100 older people with long-term conditions and at risk of needing acute care Age UK Cornwall is helping to increase independence and reduce unplanned hospital admissions with the full support and engagement of local healthcare services.

Access all ages report

In October 2012 we launched a report on access to surgery in partnership with the Royal College of Surgeons (RCS). The report revealed that access to key surgical procedures, such as breast cancer treatment and joint replacements, decline substantially as we get older. While some procedures may be riskier for some people, the report suggested that decisions over whether to operate were not incorporating factors such as life expectancy at 75 (around 12 years) or an individual assessment to establish if someone was in fact well enough to respond well to treatment. The report was widely reported in the media and has since become an important tool in challenging ageism in the NHS.

Our plans for 2013/14

- We will continue to give older people the information they need about the simple steps they can take to prevent falls by running more than 1,000 awareness-raising events.
- We will continue to work for older people's needs to be central to health services planning, delivery and training throughout the NHS.
- We will follow up our successful Fit as a Fiddle programme by working with local Age UKs to get 1,500 people in later life involved in healthy ageing activities.
- We will work with local partners to establish four integrated care sites in the UK.

29 per cent of hospital bed days could be avoided if care was better managed.¹⁰

¹⁰ Fit for the Future? Doctor Foster Hospital Guide 2012, Doctor Foster Intelligence, 2012

Home & care

2020
and beyond

The number of people needing long-term care will surge by the year 2025 as a result of increased life expectancy. The predicted 37 per cent rise will lead to 1.1 million older people needing constant care – either in their own properties or in specialist retirement homes.¹¹

Our vision for home and care is for all older people to be able to access the help they need to stay well and independent and to live in suitable housing, in age-friendly neighbourhoods, for as long as they want. But if they need care, then they should be treated with dignity, respect and compassion in their care setting.

www.ageuk.org.uk/home-and-care



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We said we would...

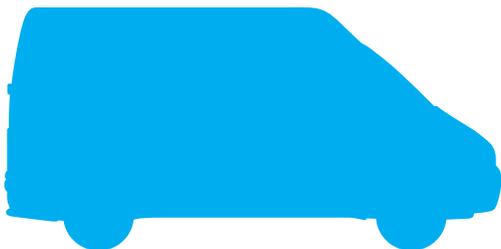
help more than 50,000 older people during winter through grants to local Age UKs.

Our winter grants programme benefitted 63,000 people this year. This includes those reached as part of our partnerships with Wilkinsons and Royal Mail as well as those funded directly by Age UK.

We said we would...

help 14,800 people through our HandyVan service.

We helped 12,715 people this year through our HandyVan Service and achieved 99 per cent positive customer satisfaction rate.



We said we would...

let 70,000 people know how to change their energy supplier and save money through energy efficiency.

During the year we installed over 34,000 energy measures such as draft excluders and radiator panels saving over 7,000 people up to £200,000 on their fuel bills.

The benefits advice work funded by E.ON and the Department of Health as part of our Energy programme has been very successful. The programme delivered by local partners and the national Information and Advice team leveraged over £13 million – an average of £2,000 per person.

In total, through our information guides, local partners and our national advice line, we let over 136,000 people know how to change their supplier and save money through energy efficiency.

We said we would...

influence Government to strengthen its fuel poverty strategy and improve energy efficiency.

Throughout the year, we took every opportunity to put our views about the definition of fuel poverty and the Government's proposed new strategy to ministers and civil servants. The Hills Review of Fuel Poverty, published in 2012, concluded that fuel poverty will not be eradicated by 2016. We have supported the Hills Commission's call for the Government to develop an immediate, revised and ambitious strategy to deal with fuel poverty.

We enlisted campaigners and partners to lobby the Health Secretary successfully to run the Warm Homes Healthy People programme for a second year. We also worked with our local partners to influence the new Health and Wellbeing Boards in the development of their strategies.

We produced a report on the impact of cold on older people that generated a lot of media coverage. This combined with our work with the Met Office succeeded in raising public awareness of the risks of cold for older people.

We said we would...

influence the Government's social care White Paper, legislation and funding proposals and develop new service models to improve health outcomes for older people.

We had a significant influence on the Government's development of care legislation. Through public pressure from our Care in Crisis campaign and also engagement with the Department of Health and Parliament we ensured the Government brought forward legislation in this Parliament which better meets the care needs of older people. The Care and Support Bill was published in draft form in 2012 and introduced into Parliament as the Care Bill in May 2013. We are delighted that the Bill included a provision to cap the cost of care for individuals, even if not at the level proposed by the Dilnot Commission.

Between 2003 and 2009, average household gas bills doubled and average electricity bills **rose by 60 per cent.**¹²

HandyVan Service

We know that many people want to be able to get hold of a reliable Handyperson and that those who have used our service over the years have found it very valuable. During 2012/13 the service was used by 12,715 people who expressed high levels of satisfaction with the service received. However the service run by the national charity is only able to reach a small number of people compared with the total number of people who would value access to such a service. In the last two years, we have started to work more closely with the 73 local Age UKs who run local Handyperson services and who reach a greater number of people than Age UK's national service. Therefore Age UK decided that from June 2013 we would use our funds and our expertise to support more local Age UKs to provide practical help including Handyperson services, and that we would close our national service, transferring the existing service to our local partners wherever practical.

Gifted Housing Service

The Gifted Housing Service is a service provided to people who choose to donate their property to Age UK. People join the service for many different reasons, but a number find themselves on their own or without support in later life and have concerns about managing the responsibilities of home ownership. This year we have been supporting 64 donors and eight new donors that joined the service. This year the service obtained a 99 per cent donor satisfaction rate.

Did you know last year our local Age UK network provided **50,000 Handyperson home visits** across the country?



Mrs L is in her 80s and lives alone in a local authority property with no family to support her.

The property was very cold as the only form of heating was a coal fire with a back boiler to provide heat to radiators, but this was not working properly and the temperature in the house was only 12°C. In February 2012 a Home Energy Check was carried out by a local Age UK Handyperson.

Mrs L was given a night light, energy-saving light bulbs and a manual socket timer. Her front and back door were draught-proofed and she was provided with a heater and given a contribution towards her energy bills from the Surviving the Winter fund. Contact was made with the local authority on behalf of Mrs L and it was agreed that oil heating would be installed.

Mrs L is now warmer and her quality of life has improved as she no longer has to worry about lighting a fire in order to heat her home. She is also safer as she no longer has to carry coal and clean out the fire grate, which put her at greater risk of falling.

Our plans for 2013/14

- We will, with our partners, reach more than 75,000 people through our winter warmth programmes.
- We will aid the transition of our HandyVan Service to our local partners.
- We will continue to influence the Government to improve social care and achieve better outcomes for older people.
- We will continue to influence the Government as it develops a new fuel poverty strategy and press for a more sustained effort to improve energy efficiency.



People in later life in the UK are **more likely to worry about the cost of heating** in winter than in comparable European countries. They are also more likely to **turn heating off to save money, wear outdoor clothing inside and go to bed early** to save on heating costs.¹³

Money matters

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13 Ipsos MORI survey for Help the Aged and British Gas of 3246 people aged 65+ in 3 countries (UK, Sweden and Germany), 2006

'Age is no bar to anything that you want to do. Let other people worry about your age. If you want to do it, get on and do it. That's exactly what I've done.'

James Perry, Joint Internet Champion of the Year 2013



Internet Champion of the Year Awards

Celebrating inspiring people online



www.ageuk.org.uk/champion



© Age UK 2013

Travel & lifestyle

2020
and beyond

In 1951, a man aged 65 could expect on average to live to the age of 77. Today, he can expect to live to 86, and by 2050 to 91.¹⁴ But what about the quality of life? The research evidence shows that it is not money or other possessions that determine the quality of life for people (although they are important) but social relationships and social activity.¹⁵

We want to make sure that all those in or approaching later life have the opportunity to enjoy their retirement.

www.ageuk.org.uk/travel-lifestyle



We want to make sure that all those in or approaching later life have the opportunity to enjoy their retirement.

We said we would...

support 15,000 people to participate in social and leisure activities by working with our local partners, Friends and Forums.

Age UK supported Friends and Forums to offer social and leisure opportunities to people in later life across England. One of the main programmes we ran was our festive grants programme which enabled nearly 200 groups to provide activities over Christmas and New Year which is a difficult time for many. This programme alone reached more than 11,000 older people.

We said we would...

influence financial services reform to improve protection and access for people in later life.

The All Party Group for Ageing and Older People (APPG), which Age UK provides the secretariat for, launched its Older Savers Report in 2012 which focused on 'superseded accounts', the name given to savings accounts which drop from their initial interest rate to negligible amounts. This report, which Age UK contributed to, combines previous research on the issue with first-hand experiences of older people and makes recommendations for how the Government might address the problem.

We said we would...

encourage cross-generational contact with the development of a digital inclusion training and volunteering service with our partners to reach 7,000 people.

Together with YouthNet we launched a pilot intergenerational project with two local Age UKs. The project, which will be rolled out to 12 local Age UKs next year, aims to engage young volunteers to assist older people to start using technology. The pilot projects will contribute to the design and implementation of the projects which will be funded by the money raised by runners at the Virgin London Marathon in April 2013.



People who took part in activities to help maintain their health and independence were **less likely to feel isolated and more likely to feel that their community was a good one to grow old in.**¹⁶

14 <https://www.gov.uk/government/policies/improving-opportunities-for-older-people>

15 Improving Later Life – Age UK publication – Professor Alan Walker

16 *Aspirations for later life*. Humphrey, A., Lee, L., and Green, R., for the Department for Work and Pensions, 2011

Did you know that **people over 55 listen to the radio more than any other age group?**

The Wireless by Age UK

Last year we launched our new radio station, The Wireless from Age UK. This year we expanded our service by launching DAB in London and Yorkshire, in addition to the online service which is available in the rest of the country. This year an estimated 180,000 people tuned in to hear a combination of informative features, topical discussion and a range of music from the ages.

Silver Travel Advisor

In April 2012 Age UK and Silver Travel Advisor formed a partnership. The service provides Age UK enquirers with suggestions and tips across a wide range of travel matters including holiday reviews, hotel reviews and trip advice for a wide selection of holidays including cycling holidays, ocean cruises and UK breaks.

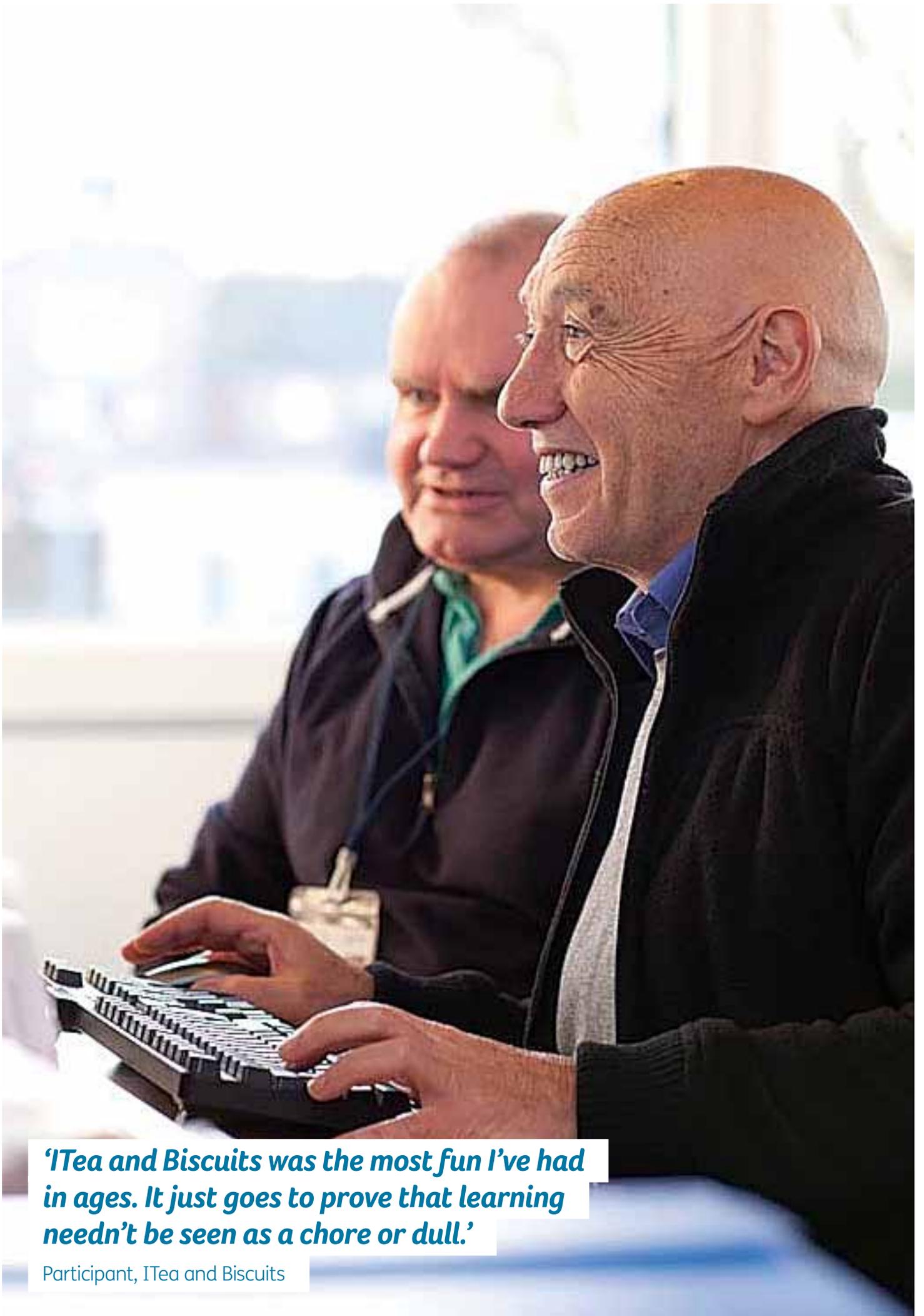
97 per cent of annual travel insurance policies impose an upper age limit for new customers.

Age UK Travel Insurance has no upper age limit.



Our plans for 2013/14

- We will influence financial service reform by establishing a Financial Services Commission with the aim of improving protection and access for people in later life.
- We will continue to provide informative features, music and topical discussion on our radio station, The Wireless.
- We will improve the experience of people visiting the website so that they can more easily find and access the information they are looking for.
- We will optimise the website for use on mobile and tablets so people can access and effectively navigate the website on a variety of devices.



'ITea and Biscuits was the most fun I've had in ages. It just goes to prove that learning needn't be seen as a chore or dull.'

Participant, ITea and Biscuits

Work & learning

2020
and beyond

Planned increases to the State Pension age have highlighted the importance of work and learning for older people. Many people are working, either because they need to, for financial reasons, or because it's something they want to do. However others who desperately need to work find themselves locked out of the labour market.

The issue of internet use is especially important for older people because services are increasingly moving online and it's likely that this trend will continue as we move to 2020.

We believe that everyone who chooses to should be able to work, learn or volunteer. Someone's age should never be a barrier to fulfilling their potential, realising their ambitions or making a full contribution to the economy and society.

www.ageuk.org.uk/work-and-learning



Money
matters

Health
& wellbeing

Home
& care

Travel
& lifestyle

Work
& learning

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report

We believe that everyone who chooses to should be able to work, learn or volunteer. Someone's age should never be a barrier to fulfilling their potential, realising their ambitions or making a full contribution to the economy and society.

We said we would...

expand our digital inclusion activities to engage 400,000 people, including 15,000 through our digital inclusion campaigns.

We generated a significant amount of engagement with our digital inclusion activities through 540 pieces of media coverage, the distribution of over 80,000 leaflets, over 40,000 web visitors and via videos and social media.

Through our digital inclusion campaigns, local partners and our digital inclusion network we supported nearly 20,000 older people with digital skills, training and activities including 5,500 digital technology taster sessions as part of our ITea and Biscuits campaign.

We said that...

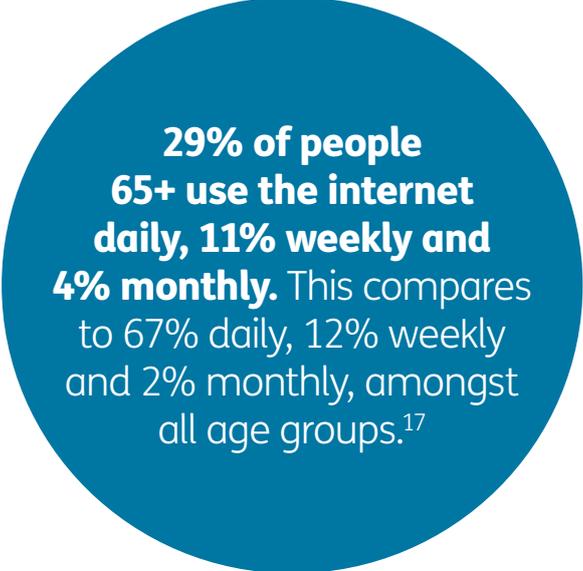
with our partners we would continue to improve the experience of the volunteers who support all areas of our work.

To coincide with Older Peoples' Day and the European Year of Active Ageing and Intergenerational Solidarity, we hosted our second annual Older Volunteer Awards Event which celebrated the vast contribution that volunteers make to support people in later life.

We said we would...

work to influence the Government to ensure that its plans to increase the State Pension age take account of the needs of disadvantaged groups.

Through our work on the Pensions Bill we called for any future changes to State Pension age to take into account differences in life expectancy between different groups and be subject to agreed criteria relating to notice period and speed and frequency of changes.



29% of people 65+ use the internet daily, 11% weekly and 4% monthly. This compares to 67% daily, 12% weekly and 2% monthly, amongst all age groups.¹⁷

Did you know our Retail, Training and Trading activities benefit from the vital support of **more than 8,000 volunteers?**



ITea and Biscuits week

This year's ITea & Biscuits Week saw hundreds of events held around the UK offering digital technology taster sessions to older people, primarily those who have never been online before. We reached 5,500 older people face to face through this campaign, over 10,000 through our website and social media and generated a significant amount of publicity offering 11.2 million 'opportunities to see'.

State Pension age

The Pensions Bill 2013 sets out proposals for an increase in State Pension age from 66 to 67 between April 2026 and April 2028 and for five yearly reviews of State Pension age. We were pleased that these reviews will be informed by an independently led body which will enable factors such as health inequalities and the impact on the labour market to be taken into account and should result in at least 10 years notice for any changes. This is something that Age UK has been calling for. We are now working to ensure that the role of an independent body and the notice period are set out in legislation.

Our plans for 2013/14

- We will work to improve Government back-to-work support for unemployed older workers.
- We will support efforts to change perceptions of older workers so that discrimination on the grounds of age is reduced.
- Together with our partners we will continue to improve the experience of the volunteers who support all areas of our work.

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'We all came away resolved to continue our efforts to ensure that people in need should be treated with dignity.'

Attendee at a Friends and Forums engagement event

Closer to home

2020
and beyond

The experience of ageing and the quality of life for older people is very closely linked to where people live. The changes that will affect older people by 2020 vary in different local areas. For example there are currently around 28,000 people aged 65 and over living in Milton Keynes. By 2022 this figure will have risen to 44,300, a rise of over 58 per cent. By comparison Blackpool has 27,400 people over 65 or older today. In 2022 this figure will have risen by just 9 per cent to 29,800.¹⁸

We believe that people should be able to access the help and support they need in their local communities. With the vital support of our national partners, local Age UKs, Friends and Forums and volunteers, we help ensure that local communities have access to services that benefit from local knowledge and expertise.

www.ageuk.org.uk/about-us/local-partners



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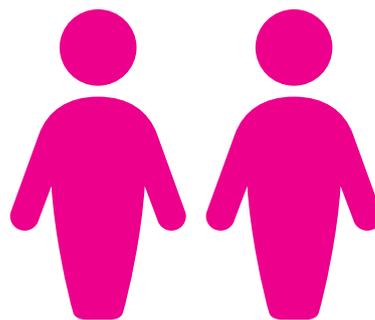
Auditor's report

We believe that people should be able to access the help and support they need in their local communities. With the vital support of our national partners, local Age UKs, Friends and Forums and volunteers, we help ensure that local communities have access to services that benefit from local knowledge and expertise.

We said we would...

promote age-friendly neighbourhoods to enhance later life.

We continued to work with organisations such as the Town and Country Planning Association, Habinteg Housing Association, ILC-UK and the Age Action Alliance, to promote an age-friendly neighbourhood approach, which a number of local authorities have taken up and developed further.



We said we would...

continue to expand our integrated national and local telephone Information and Advice service to 80 local Age UKs by bringing 30 more local Age UKs on board.

We were not able to afford to progress integration as quickly as we had originally expected. By March 2013, 58 local Age UKs had integrated, or were in the process of integrating, with the national advice line. The integrated service means that callers to the local service are switched through to the national telephone line when the local office is not open. This means that callers get a better service, and either their query can be resolved over the phone or they can make an appointment to call back or to call in at the local office.

We said we would...

work to ensure that there is a local Age UK or Friend and Forum to provide support to people across all of England.

We successfully signed up over 490 Friends and Forums to a continuing relationship as part of the Age UK network, to increase the depth and coverage of local support for older people, as well as to ensure the voice of older people is heard locally and nationally, across all England.

We said we would...

help diversify the income base of local Age UKs, achieving a better balance of fundraised, statutory and social enterprise income.

We helped individual local Age UKs to diversify their income base in order to achieve greater resilience and compete in the current financial environment. We also helped individual local Age UKs to manage their finances in challenging situations and to identify successful survival strategies.

We said we would...

develop our campaigning, with more individuals and local Age UKs joining us.

This year more individuals and local Age UKs campaigned with us. This included successful campaigning events with local partners and individuals as well as initiatives to reach new audiences through our campaign newsletter and email update.

We said we would...

support people to make their voices heard providing more than 8,500 opportunities to influence our agenda as well as that of local and national decision-makers.

We supported people to make their voices heard delivering over 15,000 opportunities for people to influence our agenda as well as that of local and national decision-makers. This activity included events, focus groups, campaigns and working groups such as the World Café Changing Perceptions event in which the older people across Europe discussed how we can challenge stereotypes and celebrate the important roles that people in later life play in our communities.



Achieving more together

We work with more than 160 local Age UKs and we work with Age Cymru, Age NI and Age Scotland to ensure that as many people in later life as possible have access to our advice, information and services. Together, local Age UKs cover 95 per cent of English post codes. In total, our financial support for partners accounted for under all Age UK's charitable activities, including Closer to Home, was over £21.0 million.

National partners

Age UK works with our national partners – Age Cymru, Age NI and Age Scotland – to ensure that we help to improve later life across the United Kingdom.

We have worked throughout the year to strengthen our relationship with our national partners and the impact they have had for older people in Wales, Northern Ireland and Scotland. Funding for our national partners in support of their work totalled nearly £1.5 million throughout the year.

Our national partners worked with us to provide information and advice that is appropriate and tailored to national circumstances. We also worked together on campaigning and influencing to ensure that the needs of older people are addressed with policy-makers, politicians, devolved institutions and the media.

National partners also work with and support local groups and organisations in Scotland, Wales and Northern Ireland to help older people.



Providing grants and support to local partners

In addition to the restricted grants identified in other parts of this report, we have contributed over £6.9 million in grants and funding to local Age UKs and Friends and Forums throughout the year.

Unrestricted grants to our local partners this year totalled £2.1 million, enabling local Age UKs to decide how best to spend funds to improve later life in their local communities. Unrestricted funding to partners included a further £1.9 million, representing a share of the profits from Age UK shops, which was shared with the local Age UK where the shop is located. Age UK also paid out £0.3 million from legacies left to Age UK in recognition of a local partner's strong relationship with the legacy-giver.

We have helped individual local Age UKs to diversify their income base in order to achieve greater resilience and compete in the current financial environment. We also helped individual local Age UKs to manage their finances in challenging situations and to identify successful survival strategies.

We have continued to run the five consortia created last year. The consortia help us to improve and implement our shared strategies with partners for services, campaigning and influencing, fundraising, trading and shared services.

We are a member of the Age England Association (AEA), our membership body for Age UKs in England, and also provide support for the AEA secretariat. We work closely with the AEA at a national level to ensure effective engagement and communication across the network. This is a critical component of our partnerships, enabling us to work together to improve later life.

Enterprises and Trading income

In addition to the various grant programmes that benefit our partners, our social enterprise activities also benefit our partners through our retail profit-sharing arrangements and the sale of products through arrangements with Age UK Enterprises.

In collaboration with Age UK Enterprises £11.7 million was generated for local Age UKs through their work as members of the Trading Alliance. The income generated through Trading Alliance activities contributes to the work of local Age UKs in delivering services to their local communities.

Friends and Forums

We believe that through building strong relationships between local Age UKs and other local groups that focus on older people, that we can improve opportunities for older people to influence, find and access the advice and support they need.

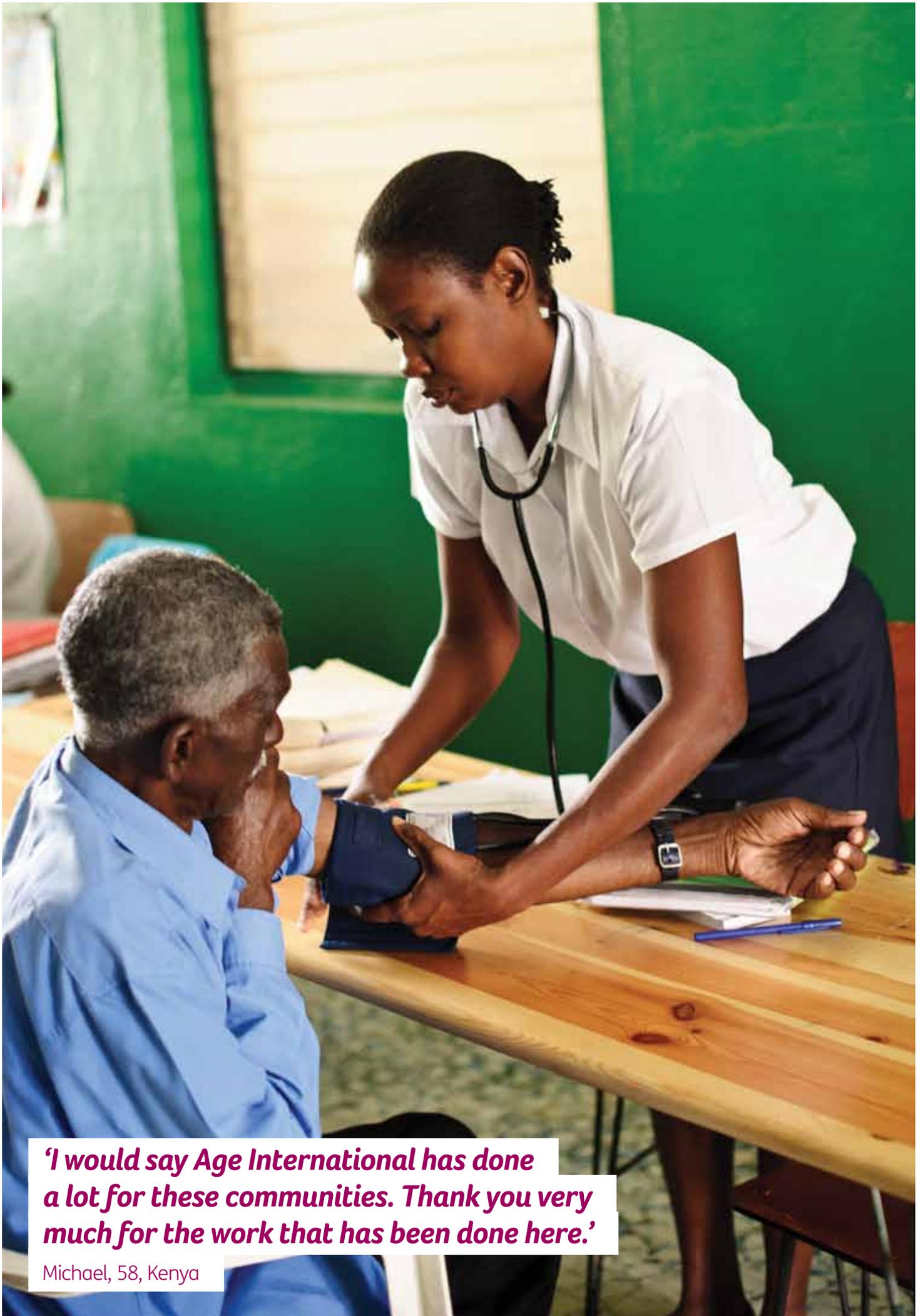
We have successfully signed up over 490 Friends and Forums to a continuing relationship with a local Age UK, to increase the depth and coverage of local support for older people, as well as to ensure the voice of older people is heard locally and nationally, across all England.



Our plans for 2013/14

- We will continue to work to ensure that there is a local Age UK or Friend and Forum to provide support to people across all of England.
- We will develop an Age UK Organisational Quality Standard which will be rolled out across the network to ensure we have consistent quality across all Age UKs locally and nationally.
- We will continue to help diversify the income base of local Age UKs, achieving a better balance of fundraised, statutory and social enterprise income.
- We will work to improve our ability to demonstrate the social impact of the Age UK network.

- Money matters
- Health & wellbeing
- Home & care
- Travel & lifestyle
- Work & learning
- Closer to home
- Around the World
- Funding & finance
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'I would say Age International has done a lot for these communities. Thank you very much for the work that has been done here.'

Michael, 58, Kenya

Around the world

Currently, people aged 60 and over represent 11 per cent of the world's population. By 2050, this figure will rise to 19 per cent. At this point, there will be more people aged 60 and over than aged 14 and under.¹⁸

Our mission is to deliver positive change for marginalised older people in low and middle income countries, ensuring that they enjoy their right to healthcare, social services and economic and physical security.

www.ageinternational.org.uk

2020
and beyond



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Our international work is undertaken through our subsidiary charity, Age International, which started operating on 1 April 2012. Age International is a member of the Age UK Group and is the UK member of the HelpAge global network.

Support from Age International to HelpAge International provided a significant proportion of the funds required to implement the programmes described below, and helped leverage additional funds for HelpAge International to make the whole programme of work possible. Further information about Age International can be found on page 58.

We said we would...

increase our reach to older people in fragile states and emergencies, working with HelpAge International.

We helped 850,000 vulnerable older people to receive 1.8 million services to improve their health and wellbeing, income status, ability to care for others and to prepare for and recover from emergencies. We also assisted 233,000 older people and family members following emergencies in 12 countries including Hurricane Sandy in Haiti and Jamaica, and floods in Bangladesh, Mozambique and Sri Lanka.

We said we would...

increase the voice and influence of Age International nationally on issues relating to older people in low-and middle-income countries.

During the year, we launched a new website, met with key parliamentarians and international development policy members to introduce them to Age International and its goals for older people globally. We worked to influence the post-2015 global development goals and worked with partners around the world to promote the rights of older people.

We said we would...

work with Age UK and HelpAge to meet income and expenditure targets for 2012/13, bringing in new streams of income for Age International.

Age International worked closely with colleagues in Age UK to raise £6.7 million from the UK public through fundraising activity. This included £4.6 million from a six week Age International stock appeal in Age UKs 443 shops.

Age International also raised funds from UK institutions. We secured £573,000 from UK Aid for the Hunger Safety Net Programme in Kenya, £377,000 from UK Aid for an emergency response programme following Hurricane Sandy in Haiti and £254,000 from UNDP for work in West Darfur in Sudan.

At the end of the year, Age International participated in the Disasters Emergency Committee (DEC) Syria Crisis Appeal, raising £350,000 from our own supporters.

**100 million
older people live
on less than 60
pence a day.**

We said we would...

develop and implement the business plan for Age International, supporting HelpAge as its UK affiliate and ensuring effective operational relationships with robust systems of accountability.

During the year, Age International developed its strategic objectives to 2015 and an annual plan of actions, targets and outcomes for 2013/14.

New outcomes, performance indicators and monitoring processes were developed for international programmes.

Age International participated in the Disasters Emergency Committee (DEC) accountability process and an internal audit of international grant-making was conducted by PricewaterhouseCoopers.

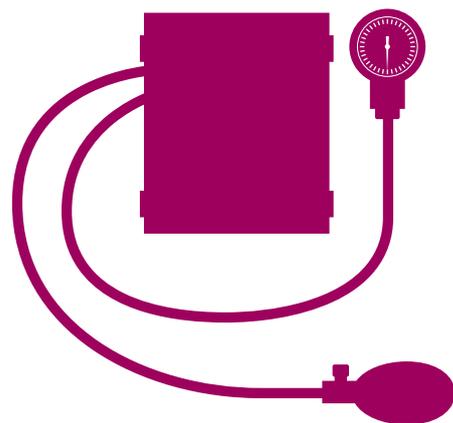


Helping vulnerable older people to have a more secure income

The work we support ranges from helping older people to earn an income, to advocating for the introduction of social pensions, to support for governments to improve existing social pension schemes.

Income-generating activities were provided for 4,600 Older People's Associations (OPAs), supporting 57,000 people in 25 countries. Micro-finance schemes supported 50,000 older people in 13 countries. We also helped 114,000 older people in 17 countries to protect their incomes and livelihoods from droughts, floods, conflicts and other risks.

70% of the world's older people live in low-and middle-income countries. Most do not receive a pension and most have to work well into old age, often in low-paid and insecure jobs.



For example in Pakistan, HelpAge training was provided to 126 OPAs with 4,000 members in Khyber Pakhtunkhwa and Sindh Provinces. 1,515 older people were helped to improve their incomes or food security through poultry rearing, kitchen gardening and mushroom farming and 74 OPAs were assisted to establish community micro-finance schemes benefitting 410 older people.

Supporting older people to receive improved health, HIV and care services

Most older people in low-and middle-income countries are not able to access quality health, HIV and care services. In particular, health systems are not responding to the increasing incidence of chronic, non-communicable diseases (NCDs) that are a characteristic of ageing populations.

Through HelpAge, Age International supported a range of programmes, from delivering health, HIV and care services, to the training of service providers to deliver better health services for older people, to advocating for change in policy and practice to respond to older people's needs.

With our support, nearly 700,000 older people were able to access healthcare in 30 countries with half receiving help for the first time. Over 120,000 older people received basic healthcare – such as health check-ups using mobile medical units, help with transport to hospitals or clinics and assistance to pay for essential medicines.

More than 12,000 older people received cataract surgery and 40,000 were provided with other minor surgeries, medications and spectacles.

Over 35,000 older people were helped to manage chronic illnesses, notably through screening, monitoring and providing treatment for diabetes and blood pressure.

5,000 older people in Africa accessed HIV counselling and testing, with half of these receiving anti-retroviral treatment.

Over 23,000 people in later life received regular home-care visits.

'I am glad that you haven't forgotten us. There are not only children in Ethiopia, but older people too.'

Teso, 64, Ethiopia, following the drought



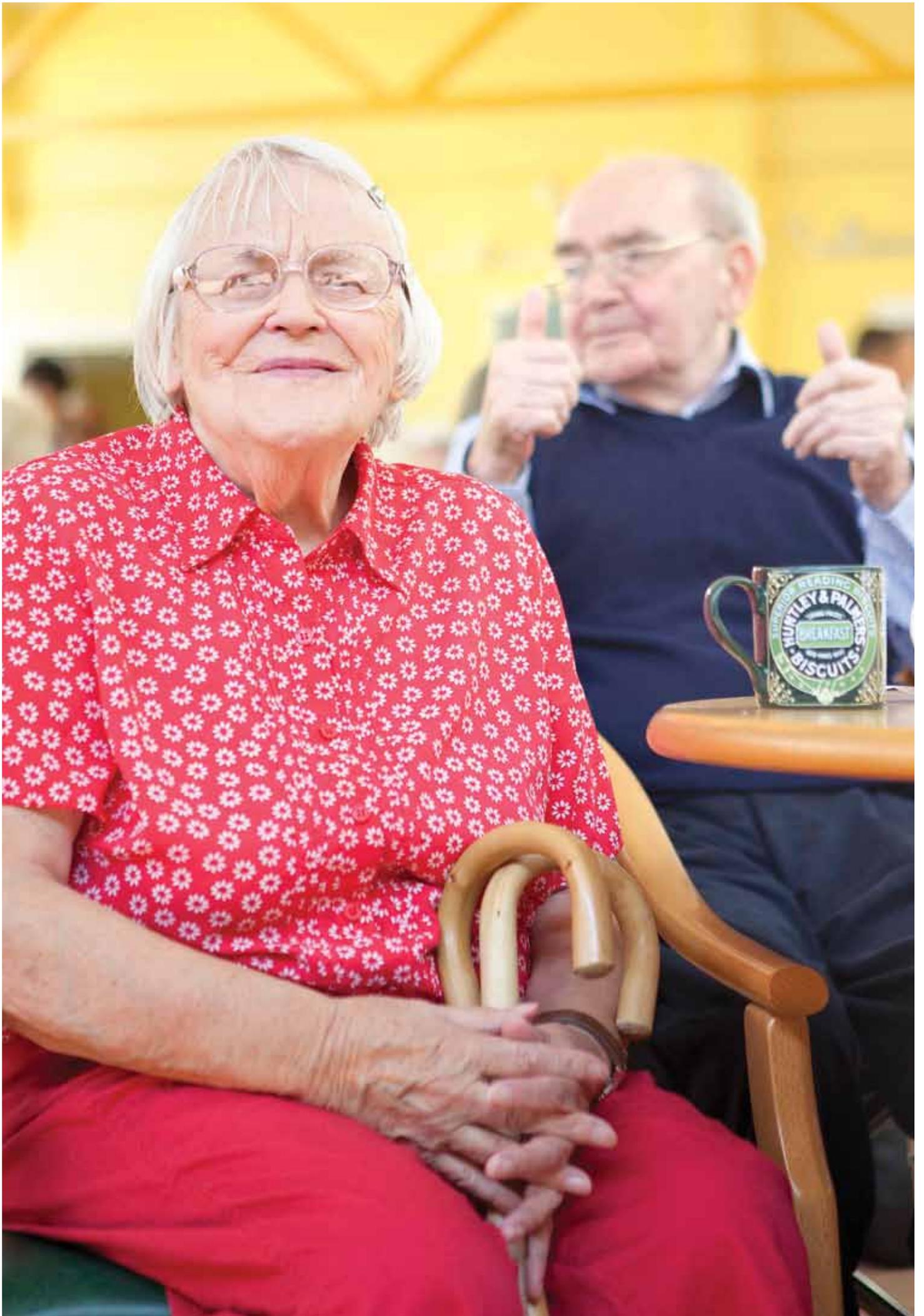
Supporting older people in disasters and humanitarian emergencies

The needs of older people are too often overlooked or not fully attended to in emergency situations. Through the £500,000 Global Emergencies Fund emergencies in 12 countries were responded to, providing support to 233,000 older people and family and community members. Floods, hurricanes and cyclones were a major cause of the disasters, including Hurricane Sandy in Haiti and Jamaica, and floods in Bangladesh, Mozambique and Sri Lanka. The fund also enabled HelpAge to deploy secondments to partner agencies in South Sudan, and in Jordan in response to the Syria crisis, to help ensure that emergency responses took account of the needs of older people.



Our plans for 2013/14

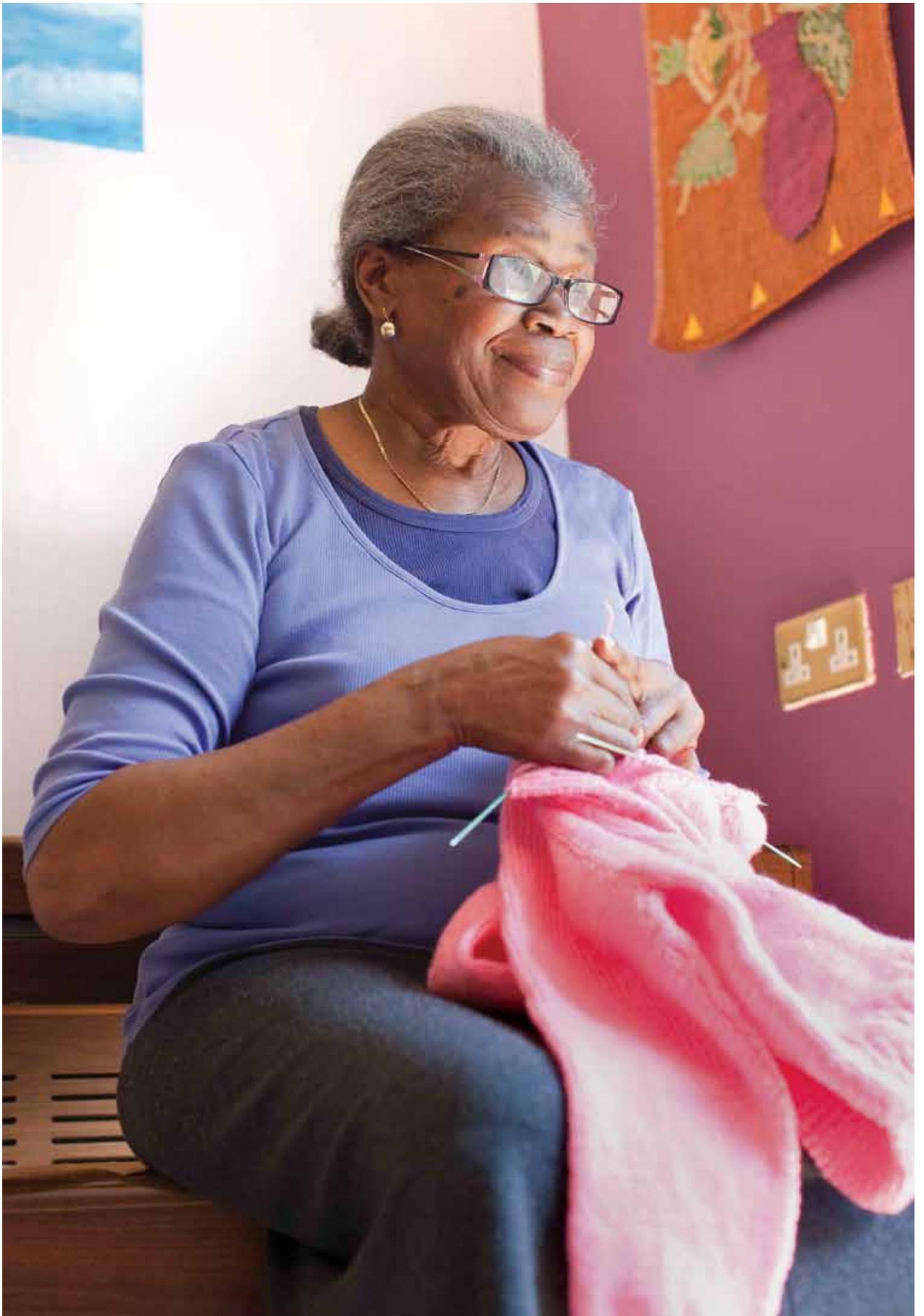
- We will work with and through HelpAge for the implementation of international relief and development programmes that achieve clear and positive outcomes for older people, and supporting work that influences national, regional and global policy and practice.
- We will raise funds for international humanitarian and development programmes.
- We will build a growing UK supporter base.
- We will undertake policy, advocacy, influencing and campaigning activities on development and ageing in the UK – targeting opinion formers, decision-makers and the international development sector.
- We will work with HelpAge affiliates to strengthen the global network.



Funding and finance

Age UK's income in 2012/13 was £158.9 million, a drop of £8.8 million from the previous year. This was mainly due to a fall in fundraising income from donations and legacies. Whilst our income fell by 5.3 per cent, our charitable expenditure as a per cent of income increased from 48.0 per cent to 49.1 per cent. This year we spent £78.0 million on charitable activities, much more than our total fundraising income of £43.6 million. We were able to do this because of the contribution made by our trading activities.





How we raise our funds

81,024 regular givers.

Vitality Ball which raised **£342,000** for services which tackle loneliness among older people.



We raised funds through various **10k events**.



483,000 home, car and travel insurance policies.



Energy services were provided to **445,000 customers**.



46,000 personal alarm service customers.

89,000 seasonal raffles customers.

17,000 funeral plans.

3.8 million bags of donated stock.



135,000 lottery customers.

Virgin London Marathon runners raised **£255,000**.



Corporate sponsorship and funding of **£4.5 million**.

Financial products, alarm services, lotteries and raffles income (total: £52.3 million)



- Insurance (£21.5 million)
- Raffles and Lottery (£8.5 million)
- Funeral Plans (£8.4 million)
- Alarms (£7.5 million)
- Energy (£6.0 million)
- Other (£0.4 million)

Financial products, alarm services, lotteries and raffles

Age UK Enterprises Ltd (Enterprises) is registered under the Financial Conduct Authority (formerly part of the Financial Service Authority) for the regulated part of its business, namely the provision of insurance services. It also promotes other financial products such as funeral plans, and energy plans as well as running a weekly lottery. Aid-Call Ltd designs, sells, rents, installs, monitors and maintains alarms for people at risk. All these products are designed to provide value for money or address a market gap or failure.

During 2012/13:

- We sold 483,000 home, travel and car insurance policies (480,000 in 2011/12) provided by Ageas Insurance Ltd, enabling older people to benefit from cover that might not otherwise be available in the market.
- We provided energy services to 445,000 customers (350,000 in 2011/12) in collaboration with E.ON: the tariff minimises price fluctuations and provides for additional cold weather payments.
- We sold around 17,000 Funeral Plans (20,000 in 2011/12) in collaboration with Dignity Plc.
- We ran a weekly lottery, the largest social lottery in the UK, with an average of 135,000 customers.
- We provided a personal alarm service to more than 46,000 customers.

- We offered an annuities service through our partner Premier Retirement Services aimed at helping people make the most of their retirement income: we had 269 customers in 2012/13.

Turnover from financial products, alarm services, lotteries and raffles amounted to £52.3 million (£54.7 million in 2011/12). The number of funeral plans sold was down 15 per cent, but this was offset in part by increased volumes of home, travel and car insurance policies. The surplus of £21.4 million (£26.0 million in 2011/12) represents a decrease of 18 per cent.

Trading Alliance Members

As at 31 March 2013, 102 local Age UKs were working collaboratively with Enterprises to sell its products and services. These Trading Alliance Members (TAMs) provide a valuable face-to-face service in their local area.

All TAMs sign up to the Trading Alliance Agreement to formalise the working arrangement and this agreement is reviewed regularly. Under the current agreement, relevant profits are shared 55:45 between TAMs and Enterprises.

During 2012/13, TAMs received over £11.7 million (£11.8 million in 2011/12) of income made up of profit share and commission from sales made by them and from their area (excluding Joint Ventures).

Voluntary income (total: £43.6 million)



- Donations and gifts (£16.3 million)
- Legacies (£20.1 million)
- Grants (£7.2 million)

Voluntary and charitable income

Fundraising: voluntary income

In 2012/13, we raised £43.6 million of voluntary income, a decrease of £6.4 million over 2011/12. Voluntary income includes donations from the general public and corporate entities, legacies and grants. Our fundraising income is vital to the support we give to older people in the UK and around the world. And we are grateful to all our donors and supporters.

Charitable income

A small part of our income is derived from our charitable activities. In 2012/13, we received almost £7.0 million in charitable income, compared to £6.2 million in the previous year.

Age UK Trading carried out training activities that generated £4.1 million for Age UK's charitable income. This income was largely derived from the provision of training for the health and social care workforce. Non-charitable training income for Age UK Trading was £6.6 million, making total training income for the year of £10.7 million.

The remaining contributions to our charitable income are derived from our Gifted Housing and HandyVan services.

Highlights of these activities during the year included:

- £20.1 million income from legacies, making up almost half of our voluntary income in 2012/13.
- £16.3 million in donations and gifts, with 81,000 regular givers supporting our UK work with monthly donations and another 59,000 people supporting us with cash gifts, responding to our appeals and campaigns.
- E.ON donated £1.0 million to a range of our services.
- Receiving £7.2 million in grants, details of which are available in the notes to our financial statements on pages 94 to 95.

Income generated through retail, trading and training, sponsorship and events (total £54.2 million)



Retail, trading and training

Retail, affinity trading and training activities are carried out by Age UK and its trading subsidiary Age UK Trading Limited.

As at 31 March 2013 there were 443 high-street shops (owned by Age UK and Age NI) selling donated goods and bought-in goods. The shops also provide an opportunity to promote the information, advice, products and services of Age UK and its local partners. Age UK contributes some of the profits of each shop to local Age UKs in the same area as the shop.

Age UK Trading generated income from affinity sales of a wide range of products, including stair lifts, bathroom equipment and adaptations, daily living aids, home security products and chairs. All these products are aimed at supporting older people living independently in their homes and can be accessed online, via Age UK shops and through Trading Alliance Members.

Age UK receives 73 per cent of its funding from the Skills Funding Agency and the Education Funding Agency to deliver accredited training courses. Income of £6.6 million was generated from its activities in 2012/13 (£5.6 million in 2011/12).

Highlights of these activities during the year included:

- The receipt of 3.8 million bags of donated stock, 16.2 million hanging garments and the processing of over 9.8 million customer transactions.
- The opening of seven new concept stores delivering retail, enterprises, affinity products and services all in one location.
- Increasing our affinity commission income by £0.1 million to £1.2 million.
- Benefiting from the vital support of more than 8,032 volunteers (7,460 in 2011/12).
- The completion of two government training contracts, one with the Skills Funding Agency and the other with the Education Funding Agency.

In 2012/13 retail, trading and training generated income of £54.2 million (£54.6 million in 2011/12), a decrease of 0.7 per cent (£0.4 million). Poor trading as a result of the adverse and prolonged winter was in part offset by improved income from Training. The surplus of £13.0 million (£12.8 million in 2011/12) represents an increase of 0.2 per cent.

Fundraising: sponsorship and events

Age UK, together with its trading subsidiary Age UK Services Ltd, raised £1.1 million income through commercial sponsorship and fundraising events.

Highlights of these activities during the year included:

- Holding the second Vitality Ball, which raised £342,000 (of which £217,000 has been recognised as income in 2012/13) for services tackling loneliness among older people. We would like to thank the sponsors of this event for their generous support – E.ON, Ageas, Dignity and Just Retirement Solutions.
- Age UK received two grants from E.ON, totalling over £1 million, to fund a programme to help older people save energy, save money and keep warm and well in winter. With E.ON's support we helped 7,000 older people access £16 million of unclaimed benefits, and provided energy efficiency improvements and advice to over 3,000 older households.
- Organising a series of 10k running events as part of the Spread the Warmth campaign.
- Participating in the Virgin London Marathon, which raised £255,000.
- GlaxoSmithKline have agreed to fund a three year programme commencing January 2013 to improve the health and wellbeing of older people on a transformational scale across five key communities within the UK. Exercise and fitness based health and wellbeing programmes will be co-designed with older people to meet their needs and interests.

- Since 2011, Prudential UK & Europe has been funding a pilot programme called Planning for Later Life, which delivers holistic advice to older people experiencing a significant life event. As of the end of March 2013 the pilot helped over 2,500 people.
- Age UK was one of six causes to benefit from ITV's national charity appeal, Text Santa. We received over £90,000 to fund services that help tackle the issues of loneliness and isolation amongst older people. We also received priceless awareness opportunities, including reaching an audience of over five million during the main Text Santa show.

Planning for 2013/14 and beyond

In 2012/13, Age UK's key objectives were as follows:

- To achieve our charitable purpose to improve the quality of later life, both closer to home and internationally, continuing to grow our charitable expenditure, improving our understanding of our social impact and further developing our strategy for our social impact.
- To engage with our audience, reaching more people and improving the customer experience.
- To invest in our long-term future, developing and securing sustainable income streams.

Our organisational values remain integral to delivering on our objectives and continue to support the work we do in helping to generate income, engage with our audiences and ultimately improving our social impact for those in later life.

Our more detailed plans and objectives have been outlined in the report under the core areas of our charitable activities – Money matters, Health & wellbeing, Home & care, Travel & lifestyle, Work & learning, Closer to home and Around the world.

Money matters

Health & wellbeing

Home & care

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Financial review

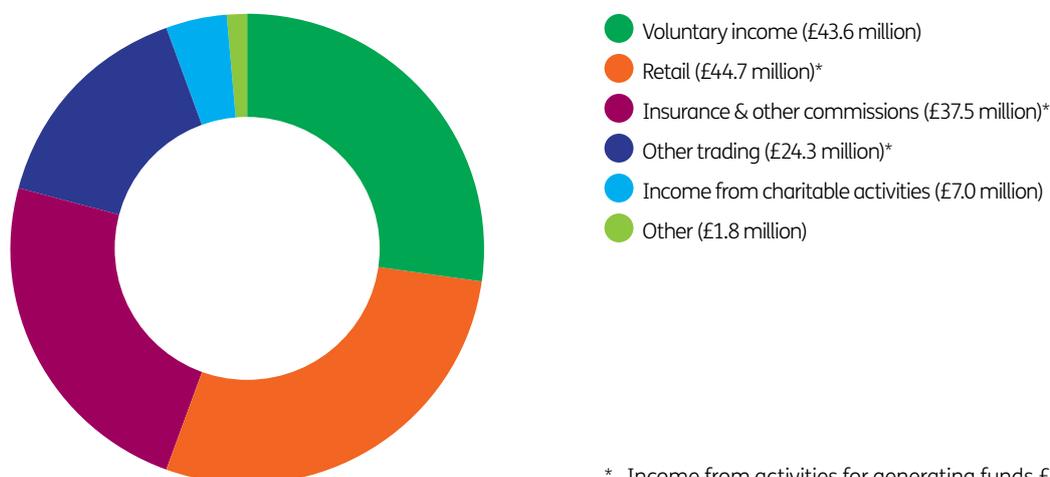
This review covers the fourth year of operations of the Age UK Group. The Group experienced a 5.2 per cent reduction in income to £158.9 million, but was able to mitigate the impact of this on charitable expenditure which experienced a reduction of 3.0 per cent to £78.0 million, as a result of the measures taken to control costs.

The Group is pleased to report growth in net assets to £19.1 million.

Summary statement of financial activities

Year ended 31 March	2013 £ million	2012 £ million	Change %
Total income	158.9	167.7	(5.2)
Cost of generating funds	(81.1)	(83.9)	(3.3)
Net contribution	77.8	83.8	(7.2)
Charitable activities	(78.0)	(80.4)	(3.0)
Other income and costs	(0.4)	(1.0)	(60.0)
Net (expenditure)/income	(0.6)	2.4	

Income by Source (total: £158.9m)



* Income from activities for generating funds £106.5 million



Overall total incoming resources were £8.8 million lower than the previous year at £158.9 million (£167.7 million in 2011/12). The main income streams were:

- £43.6 million voluntary income (£50.1 million in 2011/12)
- £44.7 million retail income (£45.9 million in 2011/12)
- £37.5 million insurance and other commissions (£39.5 million in 2011/12)
- £24.3 million from other trading activities, comprising raffles, lotteries, personal alarms, training activities, corporate sponsorship and fundraising events (£23.9 million in 2011/12)
- £7.0 million income from charitable activities (£6.2 million in 2011/12).

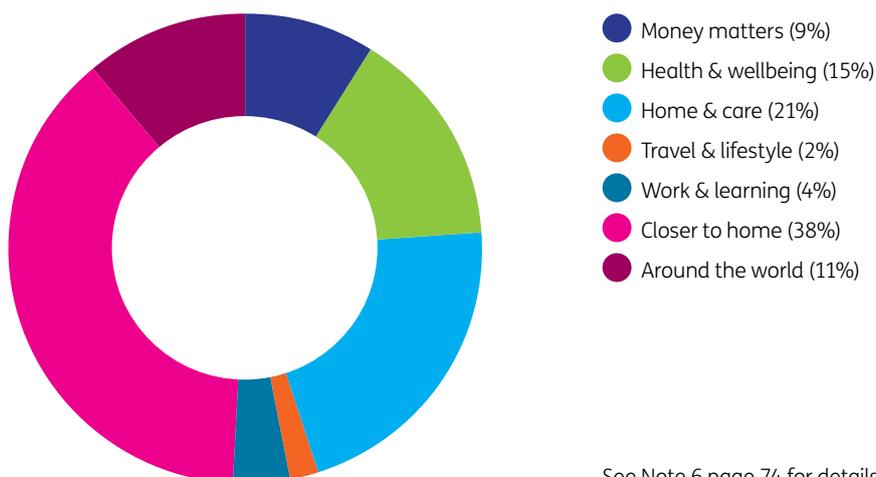
Voluntary income of £43.6 million fell by £6.5 million from the previous year due to a reduction in donations and gifts – £3.0 million and legacy income – £3.5 million. Grants have remained in line with 2012. The decline in

voluntary income reflects the tougher fundraising environment being experienced across the charity sector and a delay in the receipt of some grants expected in the year. The cost of generating voluntary income was £4.7 million which equates to 10.1 per cent of income generated (2011/12 £6.5 million which equated to 13.0 per cent).

Retail income was impacted by adverse weather in the last quarter of the year which impacted on retail sales; the situation has subsequently recovered since the year-end.

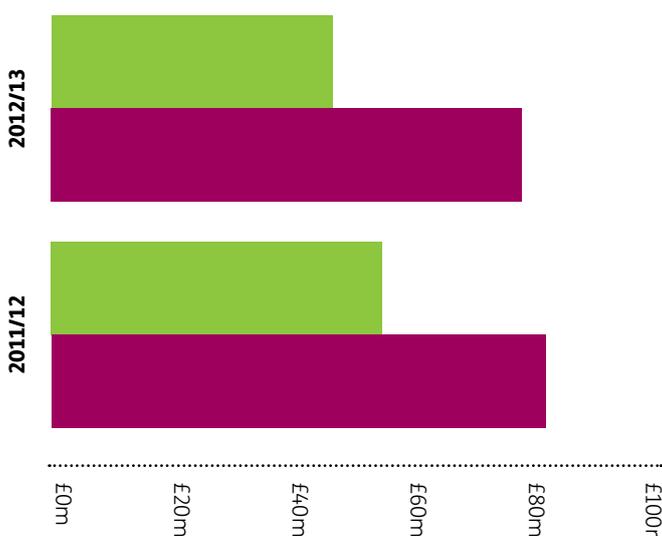
Income from activities for generating funds, referred to as Age UK's trading and commercial activities, was £106.5 million (£109.3 million in 2011/12). The overall movement was mainly due to reductions in Retail, Insurance and other commissions offset by an increase in Training income. Costs of generating trading and commercial income also decreased by £1.0 million.

Charitable expenditure (total: £78.0m)



See Note 6 page 74 for details of expenditure by category.

● Voluntary income
● Spend on charitable activities



Charitable expenditure in the year of £78.0 million was £2.4 million lower than the previous year. One cause was the reduction in voluntary income reduced funds available to support charitable programmes. However, the reduction was also created by a change in the way Age UK funds international work (see Note 6 page 74).

Charitable expenditure was higher than the total voluntary income of £43.6 million (£50.1 million in 2011/12), showing that Age UK has spent more than the total amount received through donations in both years on its charitable activities.

Restructuring for the future

In the year, Age UK started to implement a second stage of merger integration to improve efficiency and reduce costs, including removing any remaining duplication in the merged organisation and moving to planned outcomes from inherited activities from Help the Aged and Age Concern England.

Balance sheet

£ million	2013	2012
Fixed assets	28.1	20.1
Investments (including joint ventures)	21.0	26.7
Net current liabilities	(0.1)	(3.8)
Long term creditors and provisions	(10.8)	(7.5)
Defined benefit pension scheme liability	(19.1)	(22.1)
Net assets after defined benefit pension scheme liability	19.1	13.4

A critical review was undertaken of the structure of the organisation to identify areas where the organisation could make changes to how it delivered its core services to its beneficiaries.

The majority of these changes will be reflected in the 2013/14 accounts with an estimated 100 redundancies in total resulting in an on-going salary reduction of nearly £4m in a future full year plus other savings in expenditure such as from procurement. The majority of these savings will come from operating with a smaller workforce and less offices; in particular the back office functions are being further streamlined post-merger by reducing the number of locations we use for back office processing and by making better use of technology to remove duplication of processing where possible.

Net assets increased by 43.3 per cent, from £13.4 million to £19.1 million. The £5.7 million increase in balance sheet funds comprises:

- £6.9 million increase in revaluation of properties
- £0.9 million increase in fixed assets
- £1.7 million unrealised gains on investments
- £(7.2) million net disposal of investments
- £3.8 million improvement in net current liabilities
- £(3.3) million net increase in creditors due after more than one year and provisions
- £3.0 million reduction in defined-benefit pension scheme liability.

Of the total £20.9 million investments (£26.4 million in 2011/12), £18.0 million are listed investments which are readily available and can be converted to cash if necessary to meet any obligations.

During the year, Age UK had a net reduction on its cash reserves of £3.8 million mainly caused by the decline in fundraising income whilst ensuring delivery of charitable activities through the disposal of investments.

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Pension Deficit

In October 2012 the two final-salary pension schemes of Age Concern England and Help the Aged merged into one scheme with two sections. The defined-benefit pension scheme deficit of £19.1 million (£22.1 million in 2011/12) is explained in detail in Note 21 of the financial statements. Both sections of the scheme are closed to new entrants and future accruals.

Both sections of the scheme are valued and reported in accordance with FRS17 and advised by respective scheme actuaries. The scheme showed an overall decrease in deficits as a result of a combination of:

- Changes to the assumptions adopted to value both sections liabilities resulted in increased deficits, with the reduction in discount rate of 0.5 per cent to 4.5 per cent being the main reason for the increase.
- Higher than expected returns achieved on the invested assets in both sections in line with market conditions.
- Deficit recovery contributions of £3.5 million (£2.4 million in 2011/12). Age UK will continue to make contributions in future years in accordance with the schedule of contributions agreed with the Trustees of the pension schemes.
- Payment of £1.8 million to the Help the Aged section, which had been held in an escrow account since the merger on 1 April 2009, which was paid into the pension scheme once the merger was completed in October 2012.
- Help Age International's share of the Help the Aged section (£1.1 million) is no longer required to be reported in the Age UK financial statements.

Reserves policy

The Trustees of Age UK have a liquidity based approach to reserves, which requires the charity to have a target holding of £20.0 million of reserves in cash and realisable investments (total liquid investments), which is the amount deemed by the Trustees to be sufficient to meet working capital requirements allowing for uneven cash flows during the year and taking into account the reduced levels of uncertainty relating to the performance of the organisation post-merger.

Actual total liquid investments were £18.3 million at 31 March 2013 (£29.4 million in 2011/12). This equates to cover of 91.6 per cent (149 per cent in 2011/12), which the Trustees consider satisfactory. Excluding restricted reserves, general liquid investments amounted to £13.8 million (£25.8 million in 2011/12) shown in the table on the next page. During the year investments of £8.0 million were disposed of as part of a decision to invest some reserves in future income generation for the medium-term. Since the year-end the Group has reviewed its reserves policy in part to ensure we are not reliant on our overdraft facility to support our working capital requirements.

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Liquid investments

£ million Asset class	2013	2012
Unlisted investments	0.6	2.3
Listed investments	17.4	21.1
Investment properties*	-	1.1
Total liquid investments excl cash	18.0	24.5
Net cash	0.3	4.9
Total liquid investments	18.3	29.4
Less: restricted reserves	4.5	3.6
General liquid investments	13.8	25.8

* Includes investment properties classified as short-term investment, as held for sale.

Long term investment fund: asset allocation and benchmark performance

Asset class	Total return (12 months to 31 March 2013) %	Return per index %	Comparison against benchmark %	Asset Allocation at 31 March 2013 %
Fixed interest	10.0	5.3	+4.7	20.7
UK equities	14.3	17.1	-2.8	30.2
Global equities	16.1	16.0	+0.1	37.3
Alternative assets	5.6	0.6	+5.0	8.4
Liquid assets*	N/A	N/A	N/A	3.4
Total	13.6	3.3	+10.3	100.0

Portfolio benchmarks: FTSE All Share 5% Capped, FTSE Gilts All Stocks, MSCI World and LIBID 7 Day

* Liquid Assets – Sarasin does not report the total return on liquid assets separately

Investment policy

The investment principles adopted by the Trustees are:

- to protect the real value of our assets and income by holding a diversified balanced portfolio of uncorrelated asset classes in order to reduce risk
- to hold at least £5.0 million in readily convertible assets, including cash, in order to provide flexibility.

Age UK's investment manager is Sarasin & Partners. As at 31 March 2013 Age UK held £18.0 million (£23.4 million in 2011/12) with Sarasin. The largest holding at 31 March 2013 was an investment in the Sarasin Charity – Thematic UK Equity Fund, which accounted for 26.2 per cent of the long-term investment portfolio. This is a diversified UK equity fund in which Age UK invests the UK equity component of the portfolio.

The long-term portfolio produced a return of +13.6 per cent versus the benchmark return of +3.3 per cent. On average, charities produced a return of +15.1 per cent. The short-term fund is invested in defensive and liquid assets, primarily bonds and cash deposits. The short-term fund made a return of +7.8 per cent for the year compared to the return on cash of +0.5 per cent.

The schedule on the opposite page shows the asset allocation and benchmark performance of the long-term investment fund.

Age UK also holds endowed funds with a market value as at 31 March 2013 of £2.0 million (2011/12 £1.8 million). The majority of endowed funds are managed by J.P. Morgan.

Age UK also holds four properties valued at £0.9 million (6 properties valued at £1.2 million in 2011/12) as long-term investments (2011/12 included 5 properties in the process of being sold which were valued at £1.1 million as short-term investments). These are residential properties originally donated under the Gifted Housing scheme or left as legacies.

The unrealised gain on investments of £1.7 million (£0.5 million loss in 2011/12) reported in the consolidated statement of financial activities reflects 11.15 per cent capital gain in the main UK stock market (FTSE 100) during the year. Dividend income increased from £0.6 million in 2011/2012 to £0.8 million in 2012/2013 and interest income reduced reflecting lower cash balances and continued low interest rates.

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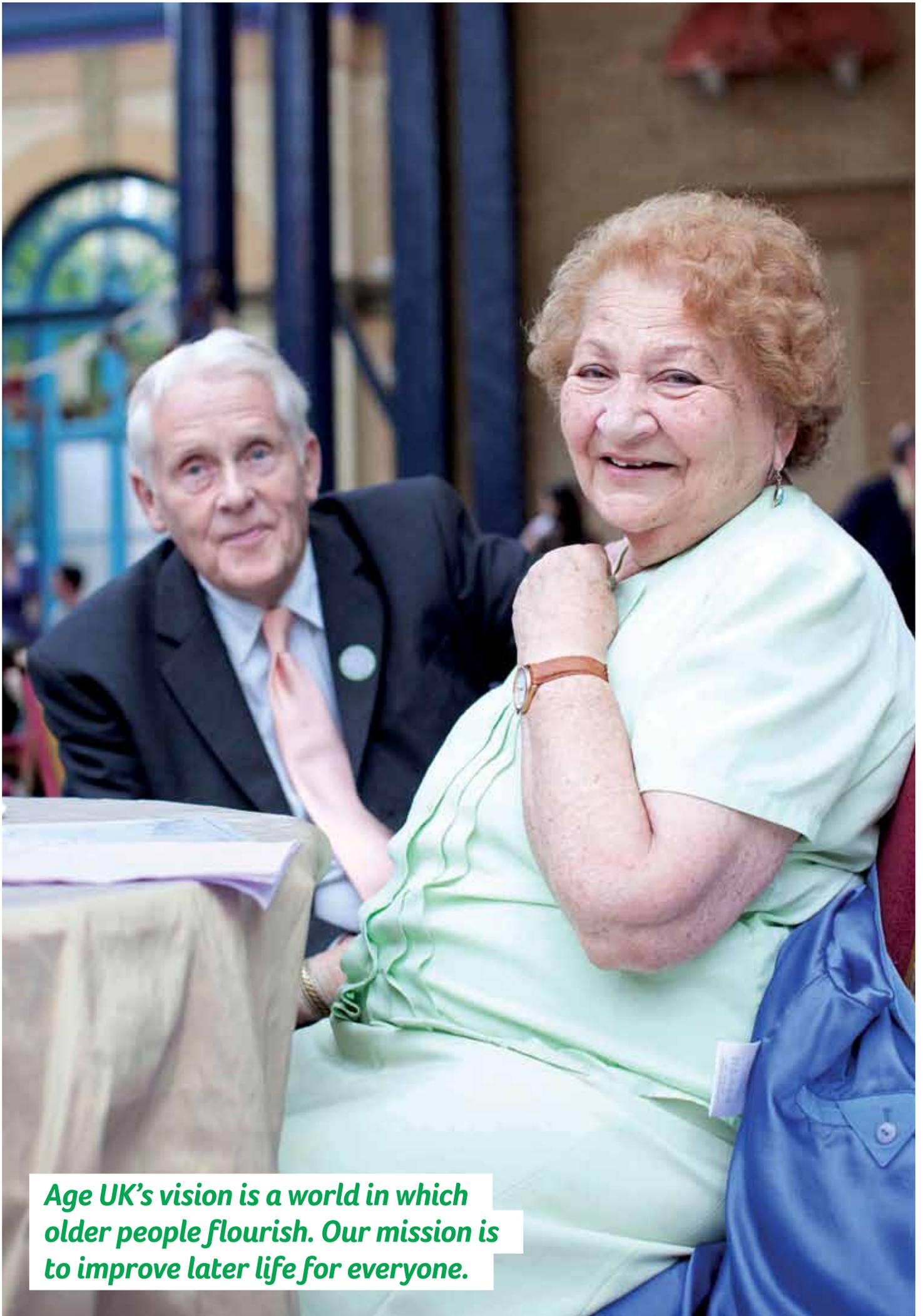
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Age UK's vision is a world in which older people flourish. Our mission is to improve later life for everyone.

Corporate governance

Age UK was formed by the merger of Age Concern England and Help the Aged on 1 April 2009.

Age UK is a charity constituted as a company limited by guarantee and therefore subject to charity, trust and company law. Age UK is governed by a Memorandum and Articles of Association, which sets out its charitable objectives in the following terms:

- Preventing or relieving the poverty of older people.
- Advancing education.
- Preventing or relieving sickness, disease or suffering in older people.
- Promoting equality and diversity and the human rights of older people.
- Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage.

Age UK Board of Trustees

The members of Age UK are the members of the Board of Trustees together with Age Cymru, Age NI, Age Scotland and the Age England Association.

Age UK is governed by a Board of Trustees, which comprises 15 members and meets between six and eight times a year. The list of Trustees and directors is shown on page 96. Trustees are appointed for an initial term of two years or three years, with a maximum period of service of two further terms of three years. There is a role description for all Trustees and the Remunerations and Nominations Committee makes recommendations for the appointment of new Trustees to the Board. Four Trustees are nominated by the Age England Association. One Trustee is nominated by each of Age Scotland, Age Cymru and Age NI.

All candidates for the Board of Trustees must be able to demonstrate that they can fulfill the requirements of the role description. The process for recruiting new Trustees is based on an evaluation of the balance of diverse skills and experience needed to govern the Charity in its breadth. Newly appointed Trustees receive an induction programme and there are regular opportunities for updates throughout their term.

Trustees are involved in appraisals with the Chairman, which enable the identification of any training needs. Where such needs are identified, appropriate training is provided.

Board Committees

The Age UK Board has established a number of Committees to consider particular issues in greater depth and to advise the Board. The Board only delegates decision-making to Committees by exception. The following Committees advised the Board during 2012/13:

Strategic Finance Committee

The Strategic Finance Committee is chaired by Jeremy Greenhalgh. The Committee considers the financial plans and performance of Age UK and the cost effective and efficient operation of the Group.

The Audit and Risk Committee

The Audit and Risk Committee is chaired by David Hunter. The Committee reviews the audited annual financial statements of the Charity and recommends them to the Board.



It also reviews the Charity's annual statement on internal control and risk management and recommends it to the Board. It reviews reports from the internal and external auditors and monitors management actions to implement recommendations made in audit reports. It determines the frequency and process of tendering for both external and internal audit services and considers their appointment, fees and independence and objectivity.

The Remuneration and Nominations Committee

The Remuneration and Nominations Committee is chaired by Dianne Jeffrey. The Committee reviews pension, employment and remuneration policies, determines the salary and appointment of the Chief Executive and the executive directors, and oversees Age UK's annual pay and performance review process. It leads the process of Trustee appointments, including the appointment of the Chairman of the Board of Trustees, Committee appointments and appointments to the Boards of Age UK's subsidiaries.

The Partners Sub-Committee

This Committee was chaired by Jane Wesson and operated from January 2011 to September 2012. The Committee was responsible for taking decisions and entering into agreements on behalf of Age UK in respect of relationships with local Age UKs, Friends and Forums, Age Cymru, Age NI and Age Scotland and for keeping the Board of Trustees informed. The Committee closed in September 2012 after it concluded its work.

The Fundraising Board

The Fundraising Board is chaired by Andrew Goodsell, Chief Executive of Acromas. This Board considers the Charity's fundraising strategy and capabilities and advises the Board on the development of Age UK's fundraising.

Age UK's subsidiaries

The Age UK Group comprises Age UK, Age International and a number of trading subsidiaries. Age UK's principal subsidiaries are:

Age International

Age International is the trading name of HelpAge International UK, a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267-8 and registered company number 07897113).

Age International is the UK affiliate of the HelpAge International global network of organisations focused on ageing. The network has 100 affiliates in 65 countries. Age International

The members of Age International are Age UK and HelpAge International. Age International is governed by a Board of six Trustees, of which two are nominated by Age UK and two by HelpAge International. Two further Trustees who must not be connected to Age UK or HelpAge International are nominated by the two organisations, these latter two serving for a three year term which may be renewed.

The Chair of Age International is Dianne Jeffrey and the Director is Chris Roles.

Age UK Enterprises

Age UK Enterprises Ltd is a registered company limited by guarantee (registered company number 3156159).

The company provides insurance services and other products for people in later life.

The Board of Age UK Enterprises comprises non-Executive Directors who are also Trustees or executives of Age UK, non-Executive Directors who are not otherwise connected with Age UK, and Executive Directors.

The Chair of Age UK Enterprises during 2012/13 was Tim Ablett who sadly passed away in May 2013. The interim Chair from May – August 2013 was Dianne Jeffrey. The Chair from September 2013 onwards will be Simon Waugh. The Managing Director of Age UK Enterprises is Gordon Morris.

Age UK Trading

Age UK Trading Ltd is a registered company limited by guarantee (registered company number 1102972).

Age UK Trading provides staff and management for Age UK's 442 charity shops, dealing in the sale of donated goods. In addition, Age UK Trading generates income from the sale of new goods and from selling second hand goods on behalf of the general public as an agent. The company earns commission income from the sale and marketing of third party products. The company uses its presence to promote the aims, ambitions and services of Age UK.

The company provides staff and management for Age UK's training courses and promotes and undertakes its own training activities.

Age UK Trading outsources its back office services and marketing to Age UK and Age UK Services Ltd. Age UK Trading makes a charge to Age UK for activities carried out on its behalf, and, in turn, is charged by both the charity and Age UK Services Ltd for activities carried out on behalf of, and services provided to, Age UK Trading.

There were five members of the Board of Age UK Trading during 2012/13. The members of the Board include Age UK Trustees, other non-Executive Directors not otherwise connected with Age UK, the Chief Executive of Age UK and the Managing Director of Age UK Trading.

The Chair of Age UK Trading is Tim Hammond and the Managing Director of Age UK Trading is Hugh Forde.

Age UK Services

Age UK Services Limited is a registered company limited by guarantee (registered company number 06838416).

Age UK Services Limited supplies services to the Age UK Group and external partners and undertakes other trading activities.

The services supplied in the year were:

- marketing services;
- support services including Finance, Information Systems and HR for the group
- management of fundraising activities for the charity.

The company charges Age UK and the other companies within the Age UK Group for services provided.

The Chair of Age UK Services is Tom Wright.

Aid-Call Ltd

Aid-Call Limited is a registered company limited by guarantee (registered company number 1488490).

The principal activity of the company consists of the design, marketing, sale, rental, installation, monitoring and maintenance of personal alarm systems for people at risk.

The Chair of Aid-Call Ltd during 2012/13 was Tim Ablett. The interim Chair for May – August 2013 was Dianne Jeffrey. The Chair from September 2013 onwards is Simon Waugh.

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Age UK and its partners

Age UK is a member of the Age England Association. Age UK has regular meetings with the Association's Executive Committee which includes representatives of all nine regions in England.

Age UK also works closely with Age Cymru, Age NI and Age Scotland to co-ordinate work at a national level in the UK.

Risk and internal control

The Trustees have overall responsibility for ensuring that the Charity has an appropriate system of controls, financial and otherwise, across the entire organisation to provide reasonable assurance that:

- its assets are safeguarded against unauthorised use or disposition
- proper records are maintained and that financial information is reliable
- the Charity complies with relevant laws and regulations.

The Trustees have in place a risk management process to assess risks and implement risk management strategies. This process includes a review by Trustees, directors and other charity officers. The process identifies the types of risk that the Charity faces, which are recorded in a Corporate Risk Register, prioritises them in terms of likelihood of occurrence and potential impact, and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity and its trading subsidiaries and this has continued to evolve over the year.

The Audit and Risk Committee, working closely with its internal and external auditors, focused on assuring itself that all key controls were in place in the new organisation. The committee considers that the Group is increasingly able to focus on taking a risk-based approach to the strategic challenges it faces.

The Trustees consider that the principal risks and uncertainties that face Age UK are that we fail to:

- maintain and develop Age UK's approach to safeguarding*
- maintain and develop the relationship with brand partners in an exceptionally challenging environment for local charities
- successfully sustain and develop Age UK's fundraising activities
- make successful investments and alliances for income growth
- improve Age UK's balance sheet especially in the light of the deficit in the historic pensions schemes.

There have been no serious incidents reported to the Charity Commission.

Public Benefit Reporting

In setting plans and priorities for areas of work, the Trustees of Age UK have had regard to the guidance from the Charity Commission on the provision of public benefit.

In particular, the Trustees consider how planned activities contribute to meeting the objectives set. How Age UK delivers its principal charitable objectives – as set out in Memorandum and Articles of Association, and which may be summarised as improving the lives of older people – is demonstrated in the social impact statements above.

Statement of responsibilities of the Trustees of Age UK in respect of the Trustees' Annual Report and the financial statements

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the group and parent company financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice).

* Safeguarding means a range of activities which promote the rights of individuals, who need care and support and to live a life free from abuse and neglect.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and charitable company and of the group's excess of income over expenditure for that period.

In preparing each of the group and charitable company financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going-concern basis, unless it is inappropriate to presume that the group and the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that its financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the group and to prevent and detect fraud and other irregularities. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each of the persons who is a Trustee at the date of approval of this report confirms that, so far as each Trustee is aware, there is no relevant audit information of which the Charity's auditor are unaware, and the Trustees have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor are aware of that information.

Auditor

In accordance with section 485 of the Companies Act 2006, resolutions proposing the reappointment of KPMG LLP as auditor of Age UK and authorising the Board to set their remuneration will be put to the members at the annual general meeting.

Age UK Grant-making policy

Through its grant-giving programme Age UK supports local partners in delivering key services and developing them as sustainable organisations. It also supports local, national and international organisations to further Age UK's strategic objectives to improve the lives of older people.

Age UK's grant programme is funded by government, external trusts and foundations and from its own income.

Each application received for grant aid is rigorously assessed by an Allocation Committee from a financial and project activity perspective. All grant recipients are required to submit progress reports (normally quarterly or as defined by the specific programme).

Most grants are for less than 12 months; where for a longer period of time, a full mid-term review is undertaken.

Details about Age UK's grants in 2012/13 are included in this report.

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Equality, Diversity and Inclusion

At Age UK we recognise the importance of promoting equality, valuing diversity and creating an inclusive environment for everyone who we interact with. Age UK recognises that every person has different needs, preference and abilities and we strive to reflect this diversity in everything we do. This includes making our services and products inclusive and accessible to older people from all sections of the community.

Equally importantly, we respect and value the diversity of our colleagues, volunteers and supporters. By positively valuing these differences and harnessing different life experiences, attributes and contributions, Age UK will be a better place to work. As an employer, Age UK is committed to creating workplaces where each employee is able to fulfil their potential, maximise their contribution and feel comfortable in being themselves.

Age UK's Trustees and Senior Directors are responsible for promoting equality, valuing diversity and creating an inclusive culture across the Age UK Group, for driving and monitoring progress, facilitating the sharing of best practice across Age UK and ensuring that Age UK meets its legal obligations under the Equality Act 2010 and all other relevant legislation

Age UK has an Equality, Diversity and Inclusion programme within Age UK to focus on internal policy, organisational culture and practice, and to ensure that this is fully aligned with Age UK's on issues of equality, diversity and inclusion as they affect older people in the general population. Through working on policy, practice, organisational culture and staff engagement, the programme aims to 'bring equality, diversity and inclusion alive' for everyone in Age UK.

Environment

Age UK is a professional and environmentally conscious organisation that acknowledges the impact that its operations may potentially have on the environment. As part of our commitment to maintaining the highest levels of environmental management, it is our intention to work towards environmental best practice. Our clear objective is to minimise any impact on the environment by:

- preventing pollution, reducing waste and ensuring that wherever practicable, measures are taken to protect and preserve natural habitats, flora and fauna
- considering the effect that our operations may have on the local and wider community

- taking action to eliminate or reduce, as far as practicable, any potentially adverse environmental impacts
- promoting environmental awareness among our suppliers, contractors and partners by implementing operational procedures seeking to work in partnership with the community by behaving in a considerate and socially responsible manner
- ensuring effective and expedient incident control, investigation and reporting.

Age UK will comply fully with the duties placed upon it within the requirements of statutory legislation, while at all times complying with, as a matter of best practice, the requirements and duties set out within Approved Guidance as issued by the Environment Agency and other organisations. We will take all practical steps to ensure that potential hazards and risks to the environment are identified and that suitable and effective preventive and control measures are implemented.

Approved by the Board and signed by its behalf on 25 September 2013 by:

Dianne Jeffrey CBE DL
Chairman



Auditor's report

Independent auditor's report to the members of Age UK

We have audited the financial statements of Age UK for the year ended 31 March 2013 set out on pages 67 to 93. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

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

Respective responsibilities of Trustees and auditor

As explained more fully in the Statement of Trustees' Responsibilities set out on page 60, 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.

Our responsibility is to audit, and express an opinion on, the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at: www.frc.org.uk/auditscopeukprivate

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2013 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 UK Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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

- the charitable company has not kept adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

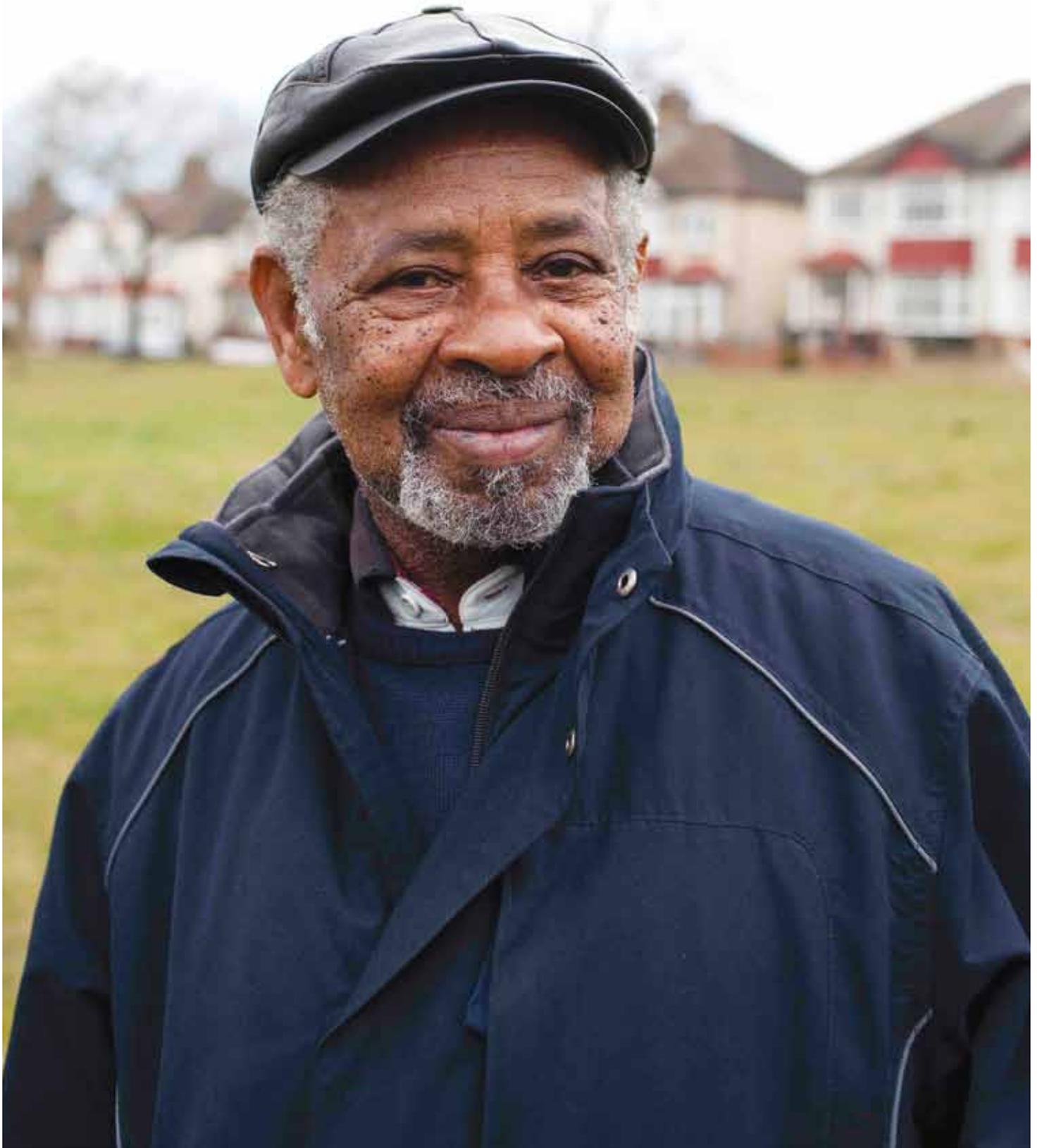
**Marianne Fallon
(Senior Statutory Auditor)**

for and on behalf of KPMG LLP, Statutory Auditor

Chartered Accountants
1 Forest Gate
Brighton Road
Crawley RH11 9PT

27 September 2013





Consolidated statement of financial activities

For the year ended 31 March 2013

	Note	Unrestricted £'000	Restricted and endowed £'000	2013 Total £'000	2012 Total £'000
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	30,396	13,222	43,618	50,051
Activities for generating funds					
Retail		44,670	-	44,670	45,921
Insurance and other commissions		37,480	-	37,480	39,453
Other trading income	3a	24,224	125	24,349	23,886
Sale of services by joint ventures		1,020	-	1,020	993
Less share of joint ventures' turnover		(1,020)	-	(1,020)	(993)
		106,374	125	106,499	109,260
Investment income	4	748	-	748	809
Incoming resources from charitable activities	5	5,913	1,062	6,975	6,159
Other incoming resources					
Gain on disposal of fixed assets		1,051	6	1,057	1,376
Total incoming resources		144,482	14,415	158,897	167,655
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	6	(4,204)	(539)	(4,743)	(6,512)
Activities for generating funds					
Retail		(37,147)	-	(37,147)	(39,958)
Insurance and other commissions		(20,518)	-	(20,518)	(19,803)
Other trading costs	3b	(18,594)	-	(18,594)	(17,511)
		(76,259)	-	(76,259)	(77,272)
Investment management costs	6	(119)	(11)	(130)	(109)
Total cost of generating funds		(80,582)	(550)	(81,132)	(83,893)
Charitable activities					
Money matters		(5,695)	(1,187)	(6,882)	(8,138)
Home & care		(12,961)	(3,564)	(16,525)	(13,759)
Health & wellbeing		(6,590)	(5,178)	(11,768)	(11,439)
Travel & lifestyle		(1,808)	(34)	(1,842)	(1,576)
Work & learning		(2,706)	(248)	(2,954)	(3,009)
Around the world		(8,393)	(114)	(8,507)	(12,764)
Closer to home		(27,980)	(1,536)	(29,516)	(29,730)
	6	(66,133)	(11,861)	(77,994)	(80,415)
Governance costs	7	(686)	-	(686)	(631)
Integration costs	28	-	-	-	(867)
Tax charges	22	(100)	-	(100)	-
Total resources expended		(147,501)	(12,411)	(159,912)	(165,806)
Net (outgoing)/incoming resources before joint ventures and transfers	10	(3,019)	2,004	(1,015)	1,849
Share of operating profit of joint ventures	19	442	-	442	510
Gross transfers between funds		333	(333)	-	-
Net income/(expenditure) for the year before other recognised gains and losses		(2,244)	1,671	(573)	2,359
Revaluation gains on fixed assets	19	6,923	-	6,923	-
Gain/ (loss) on investment assets	19	1,578	237	1,815	(458)
Actuarial (losses)/gain on defined benefit pension schemes	19/21	(2,384)	-	(2,384)	(8,589)
Net movement of funds in year		3,873	1,908	5,781	(6,688)
Reconciliation of funds					
Total funds at 1 April		7,917	5,446	13,363	20,051
Total funds at 31 March	19/20	11,790	7,354	19,144	13,363

All incoming resources and resources expended derive from continuing activities. The notes supporting the financial statements are on pages 70 to 95.

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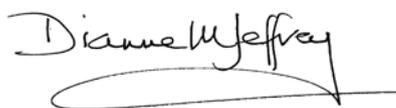
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Balance Sheets

as at 31 March 2013

	Note	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Fixed assets					
Tangible assets	11	28,064	20,149	24,033	16,562
Investments					
Investments	12	20,898	26,437	21,024	27,515
Investments in joint venture:					
Share of gross assets	12	278	319	-	-
Share of gross liabilities	12	(89)	(74)	-	-
Share of net assets		189	245	-	-
Total fixed assets		49,151	46,831	45,057	44,077
Current assets					
Stock	13	543	346	-	-
Debtors	14	17,563	21,593	23,926	33,099
Short term investments	15	-	1,067	-	1,067
Cash at bank and in hand		4,422	4,931	603	-
Total current assets		22,528	27,937	24,529	34,166
Liabilities					
Creditors: amounts falling due within one year	16	(22,609)	(31,781)	(25,153)	(35,134)
Net current liabilities		(81)	(3,844)	(624)	(968)
Creditors: amounts falling due after one year	17	(4,435)	(959)	(1,217)	(953)
Provisions for liabilities and charges	18	(6,369)	(6,581)	(5,490)	(6,540)
Net assets, excluding pension liability		38,266	35,447	37,726	35,616
Defined-benefit pension scheme liability	21	(19,122)	(22,084)	(18,974)	(21,935)
Net assets, including pension liability		19,144	13,363	18,752	13,681
Funds					
Endowment funds	19	2,040	1,814	2,040	1,814
Restricted funds	19	5,314	3,632	5,289	3,632
Endowed and restricted funds		7,354	5,446	7,329	5,446
Fixed asset fund	19	16,008	16,094	12,513	16,094
General reserve	19	14,904	13,907	17,884	14,076
Unrestricted funds, excluding pension liability		30,912	30,001	30,397	30,170
Pension liability	21	(19,122)	(22,084)	(18,974)	(21,935)
Total funds		19,144	13,363	18,752	13,681

The financial statements on pages 67 to 95 were approved by the Board of Trustees on 25 September 2013 and signed on its behalf by:



Dianne Jeffrey CBE DL
Chairman

Consolidated cash flow statement

For the year ended 31 March 2013

	Group 2013 £'000	Group 2012 £'000	
Net cash (outflow)/inflow from operating activities	(10,089)	(2,249)	
Distribution received from joint venture	498	435	
Returns on investment and servicing of finance			
Investment income and interest received	748	809	
Investment management costs	(130)	(109)	
Investment management costs charged to capital	111	-	
Net cash inflow from returns on investments	729	700	
Capital expenditure and financial investment			
Purchase of tangible & intangible fixed assets	(5,185)	(5,212)	
Sale of tangible & intangible fixed assets	1,606	2,362	
Purchase of fixed assets investments	(670)	(123)	
Sale of fixed assets investment	8,206	1,331	
Net cash inflow/(outflow) for capital expenditure and financial investment	3,957	(1,642)	
Management of liquid resources and financing			
Repayment of bank loans	(247)	(247)	
Sale of current asset investments	1,067	(1)	
Net cash inflow/(outflow) from management of liquid resources and financing	820	(248)	
Decrease in cash in the period	(4,085)	(3,004)	
Reconciliation of net cash flow to movement in net funds			
Decrease in cash in the period	(4,085)	(3,004)	
Cash inflow from decrease in liquid resources	-	1	
Cash outflow from decrease in short term/long term debt	247	247	
Movement in net funds in the period	(3,838)	(2,756)	
Net funds at 1 April	4,159	6,915	
Net funds at 31 March	321	4,159	
Reconciliation of net incoming/(outgoing) resources to net cash			
Inflow/(outflow) from operating activities			
Net (outgoing)/inflowing resources	(1,015)	1,849	
Investment income and interest received	(748)	(809)	
Investment management costs	130	109	
Impairment of intangible and tangible assets	-	711	
Depreciation and amortisation charge	3,364	2,850	
Profit on sale of fixed assets	(1,057)	(1,376)	
(Increase)/decrease in stocks	(197)	306	
Decrease/(increase) in debtors	4,030	(2,596)	
(Decrease)/increase in creditors, excluding overdrafts and loans	(9,038)	3,449	
Decrease in provisions	(212)	(4,356)	
Difference between pension charge and cash contribution	(5,346)	(2,386)	
Net cash (outflow)/inflow from operating activities	(10,089)	(2,249)	
Analysis of changes in net funds	Group at 1 April 2012	Cash flows	Group at 31 March 2013
Cash at bank and in hand	4,931	(509)	4,422
Overdrafts and loans due within one year	(772)	(3,329)	(4,101)
	4,159	(3,838)	321

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1 Accounting policies

The Charity is a company limited by guarantee. The members of the company are the Trustees, who are also ordinary members and named on page 96. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

The principal accounting policies are summarised below.

Basis of preparation

The financial statements have been prepared under the historical cost convention, with the exception of investments and properties. Investments are included at market value. During the year the accounting policy for property fixed assets was changed from depreciated historic cost to value in use. As a result of this change in policy a revaluation reserve has been created. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities, published in March 2005, and applicable Accounting Standards.

The Trustees have reviewed Age UK's financial position and considered the impact of future activities, to ensure it is appropriate to produce the accounts on a going concern basis.

Basis of consolidation

The consolidated accounts of the Group incorporate the accounts of the Charity, its subsidiary undertakings and its share in its joint ventures. Joint ventures are accounted for using the gross equity method of accounting. The Trustees have taken the exemption conferred by S408(3) Companies Act 2006, accordingly the accounts present a consolidated Statement of Financial Activities (SOFA) only. In order to comply with the Charities SORP the gross income and net incoming resources for the Charity for the year to 31 March 2013 are disclosed in Note 19.

Incoming resources

Income is accounted for as the Charity earns the right to its consideration by its performance. All income is derived from services and activities carried out in the UK.

All incoming resources are included in the Statement of Financial Activities (SOFA) when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- Donations and all other receipts generated from fundraising are reported gross on a receivable basis.
- Legacies are accounted for as incoming resources once the receipt of the legacy becomes reasonably certain and quantifiable. For pecuniary legacies this will generally be at the point probate is granted. For residuary legacies this will generally be on the earlier of cash receipt or once confirmation has been received from the representatives of the estates that payment of the legacy will be made or property transferred and once all conditions attached to the legacy have been fulfilled.
- Grants receivable, where related to performance and specific deliverables, income is accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance of performance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued.

- Gifts In Kind, where donated for distribution, these are included at the value to the Charity and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold at the price they are sold.
- Where donated services and facilities are provided they are included at the value to the Charity where they can be quantified. An equivalent item has been recognised in costs. The value placed on them has been the value to the Charity (i.e. the price the Charity would have paid on the open market). No amounts are included in the financial statements for services donated by volunteers.
- Investment income is accounted for when receivable and includes the related tax recoverable.
- Shop sales are accounted for as income on a receipts basis.
- Trading income is accounted for on an invoiced basis. Income from insurance activities is accounted for when the insurance policy is sold or renewed. The up front payment arising from the sale of emergency alarm products through an Age UK subsidiary (Aid-Call Limited) is accounted on an invoiced basis.
- Sales from Training are accounted for according to when income is received. Where income is received in advance of delivery of the training its recognition is deferred and included in creditors until the contract is performed. Where the income is received after the delivery the income is accounted for on an invoiced basis.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of resources.

- Grants payable are charged in the year when the offer is conveyed to the recipient except in cases where the offer is conditional, such grants being recognised as expenditure when the conditions are fulfilled.
- Fundraising costs are those incurred in seeking voluntary donations and do not include the costs of disseminating information in support of charitable objectives.
- Governance costs are the costs associated with the running of the Charity, as opposed to the direct management functions inherent in generating funds, service delivery and programme or project work. This includes such items as internal and external audit, legal advice for Trustees and costs associated with constitutional and statutory requirements.
- Support costs, which include office functions such as general management, payroll administration, budgeting and accounting, information technology, human resources and financing, are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in Note 7 to the accounts.
- Where information about the aims, objectives and projects of the Charity is provided in the content of fundraising material, those costs are apportioned to charitable expenditure.
- A percentage of the cost of selling donated goods has been allocated to charitable activities. The percentage allocation is based on the number of hours per week spent by full-time equivalent staff in promoting the Charity's activities.
- Irrecoverable VAT is charged as a cost to the statement of financial activities.

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Intangible fixed assets

Development costs are capitalised when they are expected to generate future revenue streams. Such costs are amortised over a period no longer than three years commencing in the year in which sales of the product are first made. Impairments are recognised when events or changes in circumstances indicate that the carrying amount may not be recoverable.

Tangible fixed assets

Tangible fixed assets costing more than £5,000 are capitalised and included at cost including any incidental expenses of acquisition. During the year the accounting policy for property fixed assets was changed from depreciated historic cost to value in use. As a result of this change in policy a revaluation reserve has been created. Depreciation and any impairment is provided on all tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

Freehold land	Nil
Freehold and long-leasehold properties	Over 40 or 50 years
Gifted housing	Over 50 years
Short-leasehold properties	Over 5 years
Fixtures and fittings	Over a period ranging from 3 to 10 years
Motor vehicles	Over 4 years
Computer equipment	Over 3 years

Investments

Listed investments are stated at market value at the balance sheet date. The SOFA includes the net gains and losses arising on revaluations and disposals throughout the year. Investments in subsidiaries are held at cost less provision for impairment if any.

It is the Charity's policy to keep valuations up to date such that when investments are sold there is no realised gain or loss arising. As a result the SOFA does not distinguish between the valuation adjustments relating to sales and those relating to continued holdings as they are together treated as changes in the investment portfolio throughout the year. Movements in value arising from investment changes or revaluation and the profit on disposal of investments have been charged or credited to the funds to which they relate.

Investment properties are stated at market value at balance sheet date. The SOFA includes the net gains and losses arising on revaluations throughout the year.

Gifted housing scheme

Gifted houses are accounted for as income when donated at market value. A qualified surveyor carries out the valuations. When an individual donates a house to the Charity, the Charity is committed to caring for that individual. An actuarial valuation of the total cost of care for individuals who have gifted their house is made and the sum is included within provision for liabilities and charges. Costs of care are charged to the provision as incurred (Note 18).

Leases

All operating leases and rental expenses are charged to the SOFA on a straight-line basis. In the year the Charity has entered into some finance lease contracts for Vehicles and Equipments. As a result of these lease agreement the Charity has recognised fixed assets that are depreciating in accordance with expected useful economic life for each asset class (see above). The Charity has also recognised a liability, split between creditor due after one year and due within one year in line with the obligations in the finance leases.

Stock

Purchased stock is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the financial statements until they are sold or distributed.

Liquid resources

Included in liquid resources and reported in the Cash flow statement is cash held at bank less any overdraft and loans outstanding.

Pensions

For defined benefit schemes the amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments. They are included as part of staff costs. Past service costs are recognised immediately in the profit and loss account if the benefits have vested. If the benefits have not vested immediately, the costs are recognised over the period until vesting occurs. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest. Actuarial gains and losses are recognised immediately in the other recognised gains and losses.

Defined benefit schemes are funded, with the assets of the scheme held separately from those of the group, in separate Trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

The Charity makes deficit recovery payments to two closed defined benefits schemes that merged into one sectionalised scheme in October 2012.

For defined contribution schemes the amount charged to the SOFA in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

The Charity contributes to a group personal pension plan operated by Zurich which is available to all employees over the age of 18. The assets of the scheme are held separately from those of the Charity. The annual contribution payments are charged to the SOFA.

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1 Accounting policies

Funds

Endowment funds

Investment income and gains/losses are allocated to the appropriate fund, all income from endowed funds currently held are accounted for as unrestricted.

Restricted funds

Restricted funds are funds subjects to special conditions imposed by the donor, or with their authority (e.g. through a public appeal) or created through a legal process. The funds are not therefore available for work performed by Age UK other than that specified by the donor.

Unrestricted funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and include:

Fixed asset funds

This fund represents amounts invested in fixed assets used by the charity including gifted houses less the related care provision.

International funds

This fund represents legacies attributable to donors with a history of making donations to the Charity's international activities, but has been received without any restriction. The Charity intend to spend these funds on international activities in recognition that the funds has been received from a donor known to support the Charities international activities.

Revaluation reserve

This fund represents the change in value due to revaluation of property fixed assets, as a result of changing accounting policy from holding properties at depreciated historic costs to value in use.

General reserves

This represents funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Pension reserve

In accordance with FRS17 – Retirement benefits, the liability attributable to the pension schemes as set out in Note 21 is shown as a reduction of total funds. No designation of funds to meet future pension commitments at the balance sheet date is in place as Age UK anticipates that these commitments will be met through future cash flows and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

2 Voluntary income

	Unrestricted £'000	Restricted and endowed £'000	2013 Total £'000	2012 Total £'000
Donations and gifts	10,366	5,953	16,319	19,414
Legacies	19,571	518	20,089	23,463
Grants	459	6,751	7,210	7,174
	30,396	13,222	43,618	50,051

An amount of £11,223,000 (2012: £11,703,000) has not been accrued for legacy income because it did not meet the all conditions for recognition. This is a combination of amounts received after the year end and residuary legacies where final estate accounts are not yet received.

3 Other trading income and costs

	Raffles and lotteries £'000	Alarm services £'000	Training £'000	Corporate sponsorship and events £'000	2013 Total £'000	2012 Total £'000
3a Other trading income	8,519	7,531	6,628	1,671	24,349	23,886
3b Other trading costs	(5,144)	(6,293)	(5,404)	(1,753)	(18,594)	(17,511)

4 Investment income

	Unrestricted £'000	Restricted and endowed £'000	2013 Total £'000	2012 Total £'000
Dividend income	737	-	737	803
Bank interest receivable	11	-	11	6
	748	-	748	809

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5 Charitable income

	Unrestricted £'000	Restricted and endowed £'000	2013 Total £'000	2012 Total £'000
Money matters	8	215	223	155
Home & care	5,643	728	6,371	5,572
Health & wellbeing	5	32	37	146
Travel & lifestyle	2	-	2	1
Work & learning	3	86	89	23
Around the world	2	-	2	211
Closer to home	250	1	251	51
	5,913	1,062	6,975	6,159

6 Resources expended

	Activities undertaken directly £'000	Grant funding of activities £'000	Allocation of support costs £'000	2013 Total £'000	2012 Total £'000
Costs of generating funds					
Costs of generating voluntary income					
Donations and gifts	2,925	-	583	3,508	4,555
Legacies	669	-	331	1,000	1,397
Grants	115	-	120	235	560
	3,709	-	1,034	4,743	6,512
Activities for generating funds					
Retail	34,675	-	2,472	37,147	39,958
Insurance and other commissions	19,838	-	680	20,518	19,803
Other trading costs	18,102	-	492	18,594	17,511
	72,615	-	3,644	76,259	77,272
Investment management costs	130	-	-	130	109
Total cost of generating funds	76,454	-	4,678	81,132	83,893
Charitable activities					
Money matters	4,934	595	1,353	6,882	8,138
Home & care	11,896	1,602	3,027	16,525	13,759
Health & wellbeing	6,743	3,536	1,489	11,768	11,439
Travel & lifestyle	1,409	44	389	1,842	1,576
Work & learning	2,137	143	674	2,954	3,009
Around the world	1,529	6,368	610	8,507	12,764
Closer to home	20,714	5,887	2,915	29,516	29,730
	49,362	18,175	10,457	77,994	80,415
Governance costs	378	-	308	686	631
Integration costs	-	-	-	-	867
Tax charges	100	-	-	100	-
Total resources expended	126,294	18,175	15,443	159,912	165,806

The two areas within our activities showing the greatest year on year movement are Home & care and Around the world. The increase in expenditure for Home & care is made up of increases across a number of charitable programmes and the resulting increase in the support costs. The creation of a stand alone entity within the group supporting international work, Age International, has meant Age UK has changed the timing of when it commits funding for international work. This has led to the release of £5.0 million of accruals as expenditure for 2013/14 for Age International which was not committed until April 2013.

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Analysis for grants	2013	2012
	£'000	£'000
UK Grants		
Research	1,906	861
Home Services	1,613	2,215
Wellbeing Services	1,561	3,171
Digital Inclusion	20	191
Engagement	109	157
Information & Advice	816	1,141
Support of organisations working for people in later life	5,511	8,242
Services Development Programmes	282	339
Total UK grants	11,818	16,317
International Grants		
HelpAge International	4,119	5,295
Sponsor a Grandparent	185	2,205
Disasters Emergency Committee (DEC)	1,592	2,879
Emergency Appeals	254	271
Other International Projects	207	325
Total International Grants	6,357	10,975
Total Grants	18,175	27,292

All grants to HelpAge International were made in sterling and therefore there were no transactions in foreign currencies. Just under 1,650 grants were awarded to organisations during the year ending 31 March 2013; no grants were made to individuals. A full list is available on request.

During the year ended 31 March 2013, the Charity awarded grants of £218,371 (2012: £nil) for projects to which members of the Research Advisory Council of the Research into Ageing Fund, a fund set up and managed by the Charity, were connected. These members of the Research Advisory Council did not participate in the decision to award the respective grants.

Research Advisory Council member	Details of research grants	£
Professor Janet Lord, University of Birmingham	Delirium in general hospital as a marker of undiagnosed dementia: valuation of pragmatic methods for screening and follow-up	144,121*
Professor Christopher Fry, University of Surrey	Urothelial TRPV4 receptors in pathologically overactive human bladders – a potential novel target for treatment	74,250

* This is a joint award with the British Geriatrics Society. Age UK granted £144,121 towards the total award of £205,887 and the British Geriatrics Society granted £61,766.

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7 Support costs

	Directorate £'000	Finance & legal £'000	Office management £'000	IT £'000	Human resources £'000	Property £'000	2013 Total £'000	2012 Total £'000
Costs of generating funds								
Costs of generating voluntary income								
Donations and gifts	31	190	106	130	101	25	583	1,369
Legacies	18	108	60	74	57	14	331	777
Grants	6	39	22	27	21	5	120	280
	55	337	188	231	179	44	1,034	2,426
Activities for generating funds								
Retail	129	513	70	402	1,343	15	2,472	4,077
Insurance and other commissions	100	77	97	72	310	24	680	1,286
Other trading costs	28	120	39	107	189	9	492	1,052
	257	710	206	581	1,842	48	3,644	6,415
Charitable activities								
Money matters	58	232	393	401	210	59	1,353	743
Home & care	109	538	840	909	512	119	3,027	1,661
Health & wellbeing	60	259	425	444	239	62	1,489	818
Travel & lifestyle	18	65	116	114	58	18	389	214
Work & learning	28	116	195	200	106	29	674	370
Around the world	30	97	180	191	83	29	610	324
Closer to home	165	564	736	807	536	107	2,915	1,607
	468	1,871	2,885	3,066	1,744	423	10,457	5,737
Governance costs	174	135	-	-	-	-	309	220
Total support costs	954	3,053	3,279	3,878	3,765	515	15,444	14,798
2012 Total	739	2,641	3,143	3,905	3,970	400	14,798	

Cost allocation includes an element of judgement and the Charity has had to consider the cost benefit of detailed calculations and record keeping. To ensure full cost recovery on projects the Charity adopts a policy of allocating costs to the respective cost headings through the year.

The central support costs are allocated as following:

- Directorate – estimated staff time used to calculate weighted percentage
- Finance – estimated staff time used to calculate weighted percentage
- Legal – estimated staff time used to calculate weighted percentage
- Office management – head count based at each office
- IT – Estimation of resources used (2012 – number of devices used by division)
- Human Resources – head count and estimated time spent on each operational division as appropriate
- Property – floor space used by each division.

Governance costs are made up of the following:	2013 Total £'000	2012 Total £'000
Internal audit	110	190
External audit	189	166
Trustees' reimbursed expenses	10	10
Trustees' indemnity insurance	6	6
Trustees' conference and meeting costs	19	39
Apportionment of Directors' costs (based on time spent)	174	96
Company secretariat	178	124
	686	631

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For the year ended 31 March 2013

8 Staff costs and staff numbers

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Salaries and wages	46,023	44,131	8,923	8,906
Social security costs	4,263	3,933	938	964
Pension costs	2,551	2,375	673	667
	52,837	50,439	10,534	10,537

Total redundancy cost for 2013 was £1,173,000 for the Group (2012: £1,182,000) and £689,000 for the Charity (2012: £798,000). At 31 March 2013 there are 1,116 staff members in the defined contribution schemes (2012: 1,003 members).

The average number of employees, calculated on a full-time basis, was as follows:

	Group 2013	Group 2012	Charity 2013	Charity 2012
Retail activities	1,174	1,157	-	-
Other trading activities	558	523	-	-
Other	241	251	241	251
	1,973	1,931	241	251

Number of staff receiving remuneration (basic salary, bonuses and benefits in kind) above £60,000

	Group 2013	Group 2012	Charity 2013	Charity 2012
£60,000 – £70,000	15	10	3	4
£70,001 – £80,000	12	15	2	2
£80,001 – £90,000	2	4	-	-
£90,001 – £100,000	1	1	-	1
£100,001 – £110,000	3	6	1	-
£110,001 – £120,000	2	3	-	-
£120,001 – £130,000	1	-	-	-
£160,001 – £170,000	1	-	-	-
£180,001 – £190,000	1	2	-	-
Total banded employees	38	41	6	7

The 'Group' columns in the table above show all employees working for Age UK, including those working in the Charity – which are also listed separately – and trading subsidiaries.

Contributions of £271,000 have been paid into pension schemes on behalf of 35 of the above employees (2012: £272,000).

In addition, payments for redundancies, contractual pay in lieu of notice and loss of office in relation to some senior staff were made in the year totalling £253,000.

Additional costs were incurred because of the requirement for several senior staff to work out of multiple locations, 2012/13 was a transitional year in which Age UK made payments to HMRC to cover the tax liability of additional costs incurred, pending relocation of the staff concerned, these one off payments totalled £83,000 expenses plus tax and NI due of £82,000.

Remuneration for Age UK executives is overseen by the Remuneration Committee (see page 58). Age UK's remuneration policy is to benchmark pay against comparable posts in all sectors, setting pay below the level payable in the private and public sectors but at a level which enables Age UK to attract staff with relevant professional skills and experience.

Age UK is unusual as a charity in that it derives the majority of its income from its commercial operations, such as financial services and retail. As the table in Note 6 (page 74) shows, pay tends to be higher in Age UK's trading arms than in the charity, reflecting the need to pay sufficiently well to attract staff with relevant commercial experience.

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For the year ended 31 March 2013

9 Trustee emoluments

The Trustees received no remuneration for their services in the current or prior year.

The aggregated amount of expenses reimbursed to 15 Trustees during the year was £10,404 (2012: £10,334; 15 Trustees).

The nature of Trustees expenses incurred were travel, accommodation and subsistence.

Indemnity insurance is provided for Trustees, premiums paid during the year totalled £6,095 (2012: £6,095).

10 Net income

This is stated after charging:

	2013 £'000	2012 £'000
Depreciation and amortisation of tangible and intangible fixed assets	3,364	2,850
Trustees' indemnity insurance	6	6
Trustees' reimbursed expenses	10	10
Interest payable	242	136
External Auditor's remuneration		
Audit of these financial statements	76	70
Audit of subsidiary companies	113	96
Other services relating to taxation	86	110
All other services	7	74
Operating lease rentals – buildings	8,676	8,828
Operating lease rentals – other	109	78

11 Tangible fixed assets

The Group	Freehold and long leasehold £'000	Gifted housing £'000	Short leasehold £'000	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Valuation/cost						
Balance brought forward	7,238	6,607	16,082	2,424	10,549	42,900
Additions in year	-	1,432	1,242	449	2,065	5,188
Disposals in year	-	(794)	(508)	(445)	(438)	(2,185)
Revaluation adjustment	(1,800)	4,566	-	-	-	2,766
At 31 March 2013	5,438	11,811	16,816	2,428	12,176	48,669
Depreciation						
Balance brought forward	(3,368)	(655)	(11,445)	(1,783)	(5,500)	(22,751)
Charge for the year	(132)	(119)	(832)	(287)	(1,994)	(3,364)
Disposals in year	-	117	417	445	374	1,353
Revaluation adjustment	3,500	657	-	-	-	4,157
At 31 March 2013	-	-	(11,860)	(1,625)	(7,120)	(20,605)
Net book value						
At 31 March 2013	5,438	11,811	4,956	803	5,056	28,064
Net book value						
At 31 March 2012	3,870	5,952	4,637	641	5,049	20,149
Historic Net book value						
At 31 March 2013	3,738	6,588	4,956	803	5,056	21,141

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For the year ended 31 March 2013

	Freehold and long leasehold £'000	Gifted housing £'000	Short leasehold £'000	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
The Charity						
Cost						
Balance brought forward	6,558	6,607	15,887	2,424	3,273	34,749
Additions in year	-	1,432	1,213	449	1,430	4,524
Disposals in year	-	(794)	(508)	(445)	(72)	(1,819)
Revaluation adjustment	(2,378)	4,566	-	-	-	2,188
At 31 March 2013	4,180	11,811	16,592	2,428	4,631	39,642
Depreciation						
Balance brought forward	(3,109)	(655)	(11,346)	(1,783)	(1,294)	(18,187)
Charge for the year	(84)	(119)	(805)	(287)	(964)	(2,259)
Disposals in year	-	117	417	445	8	987
Revaluation gain	3,193	657	-	-	-	3,850
At 31 March 2013	-	-	(11,734)	(1,625)	(2,250)	(15,609)
Net book value						
At 31 March 2013	4,180	11,811	4,858	803	2,381	24,033
Net book value						
At 31 March 2012	3,449	5,952	4,541	641	1,979	16,562
Historic Net book value						
At 31 March 2013	3,365	6,588	4,858	803	2,381	17,995

In the year there has been a change in accounting policy for property, where assets previously held at depreciated historic cost are now held at value in use, with use value equalling market value. The properties have been valued at 31 March 2013 by qualified valuers, Countrywide Chartered Surveyors and Savills Chartered Surveyors. Where the revaluation adjustment is negative, this reflects previous impairment being moved from cumulative depreciation to value in use.

Depreciation charge for the year for leased assets

The Group	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Depreciation charge for the year	176	617	793
Net book value	603	2,959	3,562
The Charity			
Depreciation charge for the year	176	145	321
Net book value	603	513	1,116

The net book value of freehold and long-leasehold properties comprises

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Fixed Assets building value				
Freehold interest, including Gifted Housing	11,334	6,523	10,397	6,523
Long leaseholds	265	272	265	272
	11,599	6,795	10,662	6,795
Fixed Assets land value				
Freehold interest, including Gifted Housing	4,178	3,027	3,857	2,606

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12 Investments

	Listed and Unlisted Investments	Investment properties	Group	Shares in subsidiary undertaking	Charity
	£'000	£'000	£'000	£'000	£'000
Market value at 1 April 2012	25,212	1,225	26,437	1,078	27,515
Additions	670	-	670	-	670
Disposals	(7,850)	(356)	(8,206)	(952)	(9,158)
Realised gain on disposals	304	(11)	293	-	293
Unrealised revaluation gain, less management fees	1,704	-	1,704	-	1,704
Market value at 31 March 2013	20,040	858	20,898	126	21,024
Historic value at 31 March 2013	17,060	-	17,060	126	17,186

Investment properties are properties acquired either through our Gifted Housing programme or received as Legacy income. When these properties are retained by Age UK instead of being sold they are classified as investment properties. As these properties are acquired at a nil cost to the organisation they do not carry a historic value. The investment properties of the Charity and Group were valued at 31 March 2013 at open market value by Countrywide Chartered Surveyors.

Listed and unlisted investments comprise of the following:

		2013	2012
		£'000	£'000
Sarasin & Partners	Sterling Fixed Interest	4,342	3,687
	UK Equities	5,209	7,702
	Global Equities	6,630	8,879
	Property	240	-
	Alternative Assets	1,002	843
			17,423
Sarasin & Partners, unlisted investments	Liquid Assets	596	2,305
Sarasin & Partners, total long and short term investments		18,019	23,416
Other	Other	11	11
Endowed funds:			
JP Mrgan	UK Equity Fund for Charities	1,254	1,010
	Bond Fund for Charities	743	708
	Sterling Fixed Interest	13	13
	UK Equities	-	54
			2,011
Total value of listed and unlisted investments		20,040	25,212
Total value of Listed investments		19,444	22,907
Total value of Unlisted Investments		596	2,305

Joint Venture

Share of assets

Share of fixed assets	30	3
Share of current assets	248	316
	278	319

Share of liabilities

Liabilities due within one year or less	(89)	(74)
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Share of net assets

	189	245
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Subsidiary undertaking	Principal activities	Ownership
Trading subsidiaries:		
Subsidiaries of Age UK		
Age International	To raise funds for and carry out Age UK's international charitable work	75%
Age UK Trading Ltd	Provision of staff and management of charity shops, and affinity products	100%
Age UK Services Ltd	Supply of services to Age UK	100%
Age Concern Holdings Ltd	Holding company for Age UK trading activities	100%
intune Group Ltd	Arrangement of financial services	100%
Charity Flowers Ltd	Receive commission on sale of flowers	100%
Subsidiaries of Age Concern Holdings Ltd		
AgeUK Enterprises Ltd	Insurance and other services for older people	100%
Aid-Call Ltd	Personal emergency response systems	100%
Age Concern Financial Solutions Ltd	Provision of equity release products	100%
Subsidiaries Age UK Enterprises Ltd		
Interest in joint ventures:		
Age Scotland Enterprises Ltd	Trading Age UK Enterprises products in Scotland	50%
Age Ireland Enterprises Ltd	Trading Age UK Enterprises products in Ireland	50%
Non-trading subsidiaries:		
Subsidiaries of Age UK		
Age Concern Trust Corporation		100%
Age Concern Enterprises Ltd		100%
Age Concern Partnership Wales Ltd		100%
Age Care and Leisure Services Ltd		100%
Help the Aged		100%
Help the Aged Trading Ltd		100%
Help the Aged Mail Order Ltd		100%
RIA Trading Ltd		100%
Subsidiaries of Age Concern Holding Ltd		
Age Concern Ltd		100%
Age Concern Trading Ltd		100%
Subsidiaries of Age UK Enterprises Ltd		
Age Concern Funeral Services Ltd		100%
Age Concern Insurance Services Ltd		100%
Age Concern Financial Partnerships Ltd		100%
Age Concern Enterprises (Cymru) Ltd		100%
Subsidiary of intune group Ltd		
intune services Ltd		100%
intune financial services Ltd		100%
Subsidiary of Help the Aged Mail Order Ltd		
HtA Solutions Ltd		100%
Age UK Holidays		100%

All the subsidiary trading companies gift aid their taxable profits to the Charity. Charity Flowers Limited is registered in Gurnsey, all other subsidiaries are registered in England and Wales.

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13 Stock

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Finished goods and goods for resale	543	346	-	-

14 Debtors

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Trade debtors	8,004	8,353	923	975
Amounts due from group undertakings	-	-	4,720	6,080
Other debtors	1,499	5,354	914	4,080
Gift aid to parent	-	-	11,413	14,734
Prepayments and accrued income	8,060	7,886	5,956	7,230
	17,563	21,593	23,926	33,099

15 Short-term investments

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Current investment properties	-	1,067	-	1,067

Current investment properties consist of properties that are in the process of being sold or intended to be sold during the year. For year ending 2012 assets were transferred from fixed asset investment at the value of £1,098,000 prior to revaluation. There are no current investment properties for year ending 2013.

16 Creditors: amounts falling due within one year

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Trade creditors	(5,719)	(7,830)	(3,486)	(5,276)
Amounts due to group undertakings	(419)	(362)	(9,270)	(15,317)
Tax and social security payable	(1,563)	(1,604)	(1,015)	(875)
Bank loan and overdraft	(4,101)	(772)	(4,101)	(525)
Short term grants	(921)	(967)	(921)	(967)
Other creditors	(572)	(8,248)	(303)	(5,619)
Finance leases	(943)	(257)	(334)	(257)
Accruals and deferred income	(8,371)	(11,741)	(5,723)	(6,298)
	(22,609)	(31,781)	(25,153)	(35,134)

Amounts due to group undertakings, includes amounts due to joint ventures of £410,000 (2012: £343,000). The bank loans are secured by a debenture over the assets of the Age UK Enterprises Limited, they are payable in quarterly instalments and carry a fixed interest rate of 6.54%. The final instalment was paid in March 2013.

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The movements in deferred income are analysed as follows:

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Deferred income at 1 April	(1,737)	(4,236)	-	-
Amounts released from previous years	1,737	4,236	-	-
Incoming resources deferred in the year	(1,924)	(1,737)	-	-
Deferred income at 31 March	(1,924)	(1,737)	-	-

Deferred income as at 31 March 2013 is made up of the following: sale of lottery tickets for future draws £849,000 (2012: £749,000), prepaid alarm monitoring services £965,000 (2012: £912,000), household insurance £57,000 (2012: £nil), affinity product commissions £50,000 (2012: £nil) and other miscellaneous items £3,600 (2012: £76,000).

17 Creditors: amounts falling due after one year

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Long-term grants	(724)	(381)	(724)	(381)
Interest-free loans	(8)	(15)	(8)	(15)
Operating lease incentives	(55)	(75)	(55)	(69)
Finance leases	(1,704)	(488)	(430)	(488)
Rent free period after one year	(1,944)	-	-	-
	(4,435)	(959)	(1,217)	(953)
Creditors due after one year				
One to two years	(3,347)	(712)	(793)	(706)
Two to five years	(1,080)	(232)	(416)	(232)
Over five years	(8)	(15)	(8)	(15)
	(4,435)	(959)	(1,217)	(953)

The total amount of finance leases due after one year, £624,000 (2012: £488,000), is due within one to two years.

18 Provisions for liabilities and charges

	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Provisions at 1 April	(6,580)	(10,937)	(6,540)	(10,807)
Utilised in the year	2,325	6,435	2,285	6,306
Charged to statement of financial activities	(2,114)	(2,079)	(1,235)	(2,039)
Provisions at 31 March	(6,369)	(6,581)	(5,490)	(6,540)
Provisions due within one year	(1,155)	(2,129)	(1,155)	(2,088)
Provisions due more than one year	(5,214)	(4,452)	(4,335)	(4,452)
	(6,369)	(6,581)	(5,490)	(6,540)

The provision for liabilities and charges as at 31 March 2013 is predominantly made up of the following: to cover Age UK's commitment to provide care and property maintenance for beneficiaries who have donated real estate to the Charity £4,016,000 (2012: £4,057,000) to provide for property maintenance and repairs where there is a current obligation £394,000 (2012: £332,000), a commitment made to future grant payments £38,700 (2012: £1,539,000) and obligations in relation to onerous leases £433,460 (2012: £576,000), insurance policy cancellations and lapses £879,000 (2012: £nil), and provisions in relation to restructuring £548,000 (2012: £nil). In the 2013 year-end balance there is also other miscellaneous obligations provided for £60,000 (2012: £77,000) this is mainly made up of obligations in relation to legal fees and retail gift aid.

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19 Movements in funds

The Group	31 March 2012 £'000	Incoming resources £'000	Outgoing resources £'000	Unrealised gains & losses £'000	Transfers £'000	31 March 2013 £'000
Endowed Funds						
Charity of C E Saunders	772	-	(5)	107	-	874
Gillingham	855	-	(6)	114	-	963
Miss E Lipson Trust	137	-	-	16	-	153
ACE Legacy Endowment Fund	50	-	-	-	-	50
	1,814	-	(11)	237	-	2,040
Restricted Funds						
United Kingdom						
Research	497	1,158	(1,595)	-	4	64
Home Services	348	2,498	(2,763)	-	4	87
Wellbeing Services	565	3,236	(2,512)	-	11	1,300
Digital Inclusion	83	275	(146)	-	-	212
Engagement	83	205	(281)	-	-	7
Information and Advice	230	399	(454)	-	-	175
Support of organisations working for people in later life	4,001	2,260	(3,704)	-	(353)	2,204
Others	94	30	(33)	-	-	91
Total United Kingdom	5,901	10,061	(11,488)	-	(334)	4,140
International						
HelpAge International	(4,188)	3,600	1,377	-	3	792
Sponsor a Grandparent	5	214	(219)	-	-	-
Disasters Emergency Committee (DEC)	1,567	340	(1,602)	-	(2)	303
Emergency Appeals	211	34	(243)	-	-	2
Other International Projects	136	166	(225)	-	-	77
Total International	(2,269)	4,354	(912)	-	1	1,174
Total Restricted Funds	3,632	14,415	(12,400)	-	(333)	5,314
Total Endowed and Restricted Funds	5,446	14,415	(12,411)	237	(333)	7,354
Unrestricted Funds						
Fixed asset funds	16,094	-	-	-	(86)	16,008
International funds	1,061	5,630	(6,691)	-	-	-
Unrealised gains on investment assets	7,846	-	-	1,578	(7,066)	2,358
Property revaluation reserve	-	-	-	6,923	-	6,923
General funds	5,652	76,997	(89,315)	-	13,025	6,359
Joint Venture	245	442	-	-	(498)	189
Non-charitable trading funds	(897)	61,855	(50,496)	-	(11,387)	(925)
Unrestricted Funds excluding pension liability	30,001	144,924	(146,502)	8,501	(6,012)	30,912
Pension reserve	(22,084)	-	(999)	(2,384)	6,345	(19,122)
Total funds	13,363	159,339	(159,912)	6,354	-	19,144

Age UK receives funding from the Big Lottery Fund for its Fit as a Fiddle programme, receipts are treated as restricted funds and are included under Wellbeing Services. At 1 April 2012 there was a balance of £327,724 brought forward, during the year a further £2,106,905 was received from the Big Lottery Fund and £2,271,797 was expensed, leaving a balance of £162,832 to be carried forward into 2013/14 financial year. The grant commitment to international aid programmes at 31 March 2012 were treated as a liability creating a negative balance on International funds brought forward. Fund deficits brought forward have been covered by receipts in year, and

there is no liability in relation to international grant commitments as at end of March 2013, as a result there is no deficit on International funds at end of March 2013. Transfers from general funds to the fixed asset fund have also been made as fixed assets have increased in the year. A revaluation reserve has been created in the year as a result of the change in accounting policy for property fixed assets, they were previously held at depreciated historic costs, but have now been revalued and are held at value in use. Transfers from UK restricted funds to general funds have been made to reimburse general funds, where activities financed through general funds meet restricted fund criteria.

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The Charity	31 March 2012 £'000	Incoming resources £'000	Outgoing resources £'000	Unrealised gains & losses £'000	Transfers £'000	31 March 2013 £'000
Endowed Funds						
Charity of C E Saunders	772	-	(5)	107	-	874
Gillingham	855	-	(6)	114	-	963
Miss E Lipson Trust	137	-	-	16	-	153
ACE Legacy Endowment Fund	50	-	-	-	-	50
	1,814	-	(11)	237	-	2,040
Restricted Funds						
United Kingdom						
Research	497	1,158	(1,595)	-	4	64
Home Services	348	2,498	(2,763)	-	4	87
Wellbeing Services	565	3,236	(2,512)	-	11	1,300
Digital Inclusion	83	275	(146)	-	-	212
Engagement	83	205	(281)	-	-	7
Information and Advice	230	399	(454)	-	-	175
Support of organisations working for people in later life	4,001	2,260	(3,704)	-	(353)	2,204
Others	94	30	(33)	-	-	91
Total United Kingdom	5,901	10,061	(11,488)	-	(334)	4,140
International						
HelpAge International	(4,188)	2,366	2,586	-	3	767
Sponsor a Grandparent	5	214	(219)	-	-	-
Disasters Emergency Committee (DEC)	1,567	340	(1,602)	-	(2)	303
Emergency Appeals	211	34	(243)	-	-	2
Other International Projects	136	166	(225)	-	-	77
Total International	(2,269)	3,120	297	-	1	1,149
Total Restricted Funds	3,632	13,181	(11,191)	-	(333)	5,289
Total Endowed and Restricted Funds	5,446	13,181	(11,202)	237	(333)	7,329
Unrestricted Funds						
Fixed asset funds	16,094	-	-	-	(3,581)	12,513
International funds	1,061	5,630	(6,692)	-	-	(1)
Unrealised gains on investment assets	7,846	-	-	1,578	(7,066)	2,358
Property revaluation reserve	-	-	-	6,038	-	6,038
General funds	5,169	88,981	(89,325)	-	4,664	9,489
Unrestricted Funds excluding pension liability	30,170	94,611	(96,017)	7,616	(5,983)	30,397
Pension reserve	(21,935)	-	(992)	(2,363)	6,316	(18,974)
Total funds	13,681	107,792	(108,211)	5,490	-	18,752

Age UK receives funding from the Big Lottery Fund for its Fit as a Fiddle programme, receipts are treated as restricted funds and are included under Wellbeing Services. At 1 April 2012 there was a balance of £327,724 brought forward, during the year a further £2,106,905 was received from the Big Lottery Fund and £2,271,797 was expensed, leaving a balance of £162,832 to be carried forward into 2013/14 financial year. The grant commitment to international aid programmes at 31 March 2012 were treated as a liability creating a negative balance on International funds brought forward. Fund deficits brought forward have been covered by receipts in year, and

there is no liability in relation to international grant commitments as at end of March 2013, as a result there is no deficit on International funds at end of March 2013. Transfers from general funds to the fixed asset fund have also been made as fixed assets have increased in the year. A revaluation reserve has been created in the year as a result of the change in accounting policy for property fixed assets, they were previously held at depreciated historic costs, but have now been revalued and are held at value in use. Transfers from UK restricted funds to general funds have been made to reimburse general funds, where activities financed through general funds meet restricted fund criteria.

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20 Analysis of group and charity net assets between funds

The Group	Unrestricted £'000	Restricted and Endowed £'000	2013 Total £'000	2012 Total £'000
Fixed Assets				
Tangible fixed assets	28,064	-	28,064	20,149
Investments	14,336	6,751	21,087	26,682
Current assets				
Stock	543	-	543	346
Debtors	17,563	-	17,563	21,593
Short-term investments	-	-	-	1,067
Cash at bank and in hand	3,819	603	4,422	4,931
Liabilities				
Current liabilities	(22,609)	-	(22,609)	(31,781)
Long-term liabilities	(4,435)	-	(4,435)	(959)
Provisions for liabilities and charges	(6,369)	-	(6,369)	(6,581)
Defined-benefit pension scheme liability	(19,122)	-	(19,122)	(22,084)
	11,790	7,354	19,144	13,363

The Charity

Fixed Assets				
Tangible fixed assets	24,033	5,852	24,033	16,562
Investments	14,289	6,726	21,024	27,515
Current assets				
Debtors	23,926	603	23,926	33,099
Short-term investments	-	-	-	1,067
Cash at bank and in hand	-	-	603	-
Liabilities				
Current liabilities	(25,153)	-	(25,153)	(35,134)
Long-term liabilities	(1,217)	-	(1,217)	(953)
Provisions for liabilities and charges	(5,490)	-	(5,490)	(6,540)
Defined-benefit pension scheme liability	(18,974)	6,455	(18,974)	(21,935)
	11,423	7,329	18,752	13,681

21 Pension schemes

Cost to The Group	Group 2013 £'000	Group 2012 £'000	Charity 2013 £'000	Charity 2012 £'000
Defined-benefit schemes				
Age Concern Section	368	159	361	156
Help the Aged Section	631	297	631	297
Total defined-benefit schemes costs	999	456	992	453
Defined-contribution scheme				
Age UK Pension Plan	2,551	2,375	673	667
Pensions cost	3,550	2,831	1,665	1,120

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At the beginning of the year Age UK Group operated three pensions schemes; one defined-contribution scheme and two defined-benefit schemes, all of which are multi-employer schemes. In October 2012 the two defined-benefit schemes were merged on a sectionalised basis under the Age UK Retirement Benefit Scheme. The two sections in the scheme are the Age Concern section (AC) and the Help the Aged (HtA) section

Apart from the three schemes operated by Age UK, Age UK also hold an interest in a pension Growth Plan. The scheme is in deficit and should Age UK withdraw from the scheme, Age UK would be required to pay its share of the deficit. At end of September 2012 Age UK's deficit share was £508,818. A recovery plan has been agreed to eliminate the deficit requiring employees to pay contributions with effect from 1 April 2013. The recovery plan is intended to run for ten years and the deficit contributions payable will increase by 3% each year in April. For the year ending 31 March 2014 Age UK is expected to pay contributions of £30,888.

The defined-contribution scheme

The Age UK Pension Plan is a Group Personal Pension and the amounts charged to the SOFA for the defined-contribution scheme are the contributions paid in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet. As at 31 March 2013 included in liabilities due within one year there was an amount of £329,593 due to employer and employee pensions contributions, these were paid across to the pension scheme in April 2013. The employer contribution rate for the Age UK Pension Plan is 9% for employees making a contribution of 4% or above, and for employees making a contribution of 3% the employer contribution is 8%.

The defined-benefit scheme

At the beginning of the year there were two defined-benefit schemes which were legacy schemes from Age Concern England and Help the Aged. Both schemes being multi-employer schemes and both closed to new entrants and further accruals. In October 2012 the schemes were merged on a sectionalised basis under the Age UK Retirement Benefit Scheme. The two sections in the scheme are the Age Concern section (AC) and the Help the Aged (HtA) section. For the year ending 31 March 2014 Age UK expects to pay contributions of £2,745,696, with £1,467,192 in relation to the Age Concern section and £1,278,504 in relation to the Help the Aged section, these contributions include an allowance for administration expenses and Pension Protection Fund levies.

Included under the Help the Aged section in the previous year there was a deficit of £966,000 in relation to Help Age International (HAI). Help Age International is not part of the Age UK Group. As part of the above merger the element of the deficit relating to Help Age International has been separately valued and has therefore been removed from Age UK's pensions deficit. The most recent full actuarial valuation for the Age Concern section was 1 April 2010 and for the Help the Aged section 30 September 2009. As required by FRS17 the defined-benefit liabilities have been measured using the projected unit method. The tables below state the FRS17 actuarial assumptions upon which the valuation of the scheme was based.

The overall expected return on assets is calculated as the weighted average of the expected returns on each individual class of asset class. The expected return on equities is the sum of inflation, the dividend yield and real economic growth. The return on gilts and bonds is the current market yield on long-term gilts and bonds.

Principal actuarial assumptions at the balance sheet date

	2013 AC %	2013 HtA %	2012 ACRBS %	2012 HtAFSS %
Discount rate	4.50	4.50	5.00	5.00
Rate of increase in salaries	N/A	3.30	N/A	3.20
Rate of increase in payment of pre-2005 pensions	3.30	2.30	3.20	2.20
Rate of increase in payment of post-2005 pensions	2.50	2.30	2.50	2.20
Rate of revaluation of deferred pensions in excess of the GMP	2.30	3.30	2.20	3.20
Inflation assumption (RPI)	3.30	3.30	3.20	3.20
Inflation assumption (CPI)	2.30	2.30	2.20	2.20
Expected returns on scheme assets	5.13	4.90	5.43	5.46

Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement. The mortality assumptions are: S1 Normal base tables projected by year of birth assuming future improvements in line with CMI 2012 core projections with a long-term rate of improvement of 0.5% pa.

The assumed life expectancies on retirement at age 65

	2013 AC Years	2013 HtA Years	2012 ACRBS Years	2012 HtAFSS Years
Retiring today – males	86.6	86.6	86.5	86.5
Retiring today – females	88.9	88.9	88.8	88.8
Retiring in 20 years – males	87.1	87.1	87.0	87.0
Retiring in 20 years – females	89.7	89.7	89.6	89.6

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21 Pension schemes

Major categories of plan assets as a percentage of total assets

The Group	2013 AC %	2013 HtA %	2012 ACRBS %	2012 HtAFSS %
Equities	51.37	59.41	50.07	61.71
Gilts/Fixed-interest Gilts	28.13	33.47	30.09	37.43
Bonds/Fixed-interest Bonds	13.97	–	14.17	0.01
Property	6.34	–	6.97	–
Cash	0.19	7.12	(1.30)	0.85
	100.00	100.00	100.00	100.00

The figures for the Charity are the same as for the Group and therefore are not shown separately.
None of the scheme's assets are invested in any property or other assets currently used by the Group.

Expected long-term rates of return on plan assets (per annum)

The Group	2013 AC %	2013 HtA %	2012 ACRBS %	2012 HtAFSS %
Equities	6.50	6.50	6.80	6.80
Gilts/ Fixed-interest Gilts	3.00	3.00	3.30	3.30
Bonds/Fixed-interest Bonds	4.50	4.50	5.00	5.00
Property	5.00	5.00	5.30	5.30
Cash	0.50	0.50	3.30	3.30
Expected return on scheme assets	5.13	4.90	5.43	5.46

The figures for the Charity are the same as for the Group and therefore are not shown separately.

Change in the fair value of the scheme's assets

The Group	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Opening fair value of Scheme assets	37,800	41,128	78,928	36,166	40,662	76,828
Remove element of asset related to HAI	–	(3,259)	(3,259)	–	–	–
Expected return on Scheme assets	2,050	2,113	4,163	2,279	2,698	4,977
Actuarial gains/(losses)	3,141	2,575	5,716	(464)	(1,813)	(2,277)
Employer contributions	1,467	4,878	6,345	1,467	1,375	2,842
Benefits paid (including expenses)	(1,605)	(1,433)	(3,038)	(1,648)	(1,794)	(3,442)
Closing fair value of Scheme assets	42,853	46,002	88,855	37,800	41,128	78,928
Present value of scheme liabilities	(50,329)	(57,648)	(107,977)	(45,291)	(55,721)	(101,012)
Deficit in schemes	(7,476)	(11,646)	(19,122)	(7,491)	(14,593)	(22,084)
Net pension liability	(7,476)	(11,646)	(19,122)	(7,491)	(14,593)	(22,084)
Actual return on Scheme assets	5,191	4,688	9,879	1,815	885	2,700

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The Charity	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Opening fair value of Scheme assets	37,051	41,128	78,179	35,449	40,662	76,111
Remove element of asset related to HAI	-	(3,259)	(3,259)	-	-	-
Expected return on Scheme assets	2,009	2,113	4,122	2,234	2,698	4,932
Actuarial gains/(losses)	3,078	2,575	5,653	(455)	(1,813)	(2,268)
Employer contributions	1,438	4,878	6,316	1,438	1,375	2,813
Benefits paid (including expenses)	(1,573)	(1,433)	(3,006)	(1,615)	(1,794)	(3,409)
Closing fair value of Scheme assets	42,003	46,002	88,005	37,051	41,128	78,179
Present value of scheme liabilities	(49,331)	(57,648)	(106,979)	(44,393)	(55,721)	(100,114)
Deficit in schemes	(7,328)	(11,646)	(18,974)	(7,342)	(14,593)	(21,935)
Net pension liability	(7,328)	(11,646)	(18,974)	(7,342)	(14,593)	(21,935)
Actual return on Scheme assets	5,087	4,688	9,775	1,779	885	2,664

The cumulative amount of actuarial gains and (losses) recognised in the SOFA are as following:

For the Age Concern England section since 1 April 2006 (£238,000) (2012: £854,000)

For the Help the Aged section since 1 May 2003 (£12,860,000) (2012: £(10,594,000)).

Change in the present value of the defined-benefit obligation

The Group	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Opening defined-benefit obligation	45,291	55,721	101,012	41,083	51,626	92,709
Remove element of deficit in relation to HAI	-	(4,225)	(4,225)	-	-	-
Current service cost	189	200	389	218	199	417
Interest cost	2,229	2,544	4,773	2,220	2,796	5,016
Experience (gain)/loss arising on the scheme liabilities	(93)	(84)	(177)	656	901	1,557
Actuarial loss/(gains)	4,318	4,925	9,243	2,762	1,993	4,755
Benefits paid (including expenses)	(1,605)	(1,433)	(3,038)	(1,648)	(1,794)	(3,442)
Liabilities in scheme at end of the year	50,329	57,648	107,977	45,291	55,721	101,012

The Charity

Opening defined-benefit obligation	44,393	55,721	100,114	40,268	51,626	91,894
Remove element of deficit in relation to HAI	-	(4,225)	(4,225)	-	-	-
Current service cost	185	200	385	214	199	413
Interest cost	2,185	2,544	4,729	2,176	2,796	4,972
Experience (gain)/loss arising on the scheme liabilities	(91)	(84)	(175)	643	901	1,544
Actuarial loss/(gains)	4,232	4,925	9,157	2,707	1,993	4,700
Benefits paid (including expenses)	(1,573)	(1,433)	(3,006)	(1,615)	(1,794)	(3,409)
Liabilities in scheme at end of the year	49,331	57,648	106,979	44,393	55,721	100,114

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21 Pension schemes

The amounts recognised in the Statement of Financial Activities are as follows:

The Group	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Current service cost*	189	200	389	218	199	417
Interest on pension scheme liabilities	2,229	2,544	4,773	2,220	2,796	5,016
Expected return on scheme assets	(2,050)	(2,113)	(4,163)	(2,279)	(2,698)	(4,977)
Total	368	631	999	159	297	456

The amounts recognised in the Statement of Financial Activities are as follows:

The Charity	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Current service cost*	185	200	385	214	199	413
Interest on pension scheme liabilities	2,185	2,544	4,729	2,176	2,796	4,972
Expected return on scheme assets	(2,009)	(2,113)	(4,122)	(2,234)	(2,698)	(4,932)
Total	361	631	992	156	297	453

* The current service cost includes the cost of administration expenses and Pension Protection Fund levies.

The Group	2013 AC £'000	2013 HtA £'000	2013 Total £'000	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000
Impact of removal of deficit brought forward in relation to HAI	-	966	966	-	-	-
Actual return less expected return on pension scheme assets	3,141	2,575	5,716	(464)	(1,813)	(2,277)
Experience gain/(loss) arising on the scheme liabilities	93	84	177	(656)	(901)	(1,557)
Gain/(loss) arising from changes in assumptions underlying the scheme liabilities	(4,318)	(4,925)	(9,243)	(2,762)	(1,993)	(4,755)
Gain/(Loss) recognised in Statement of Financial Activities	(1,084)	(1,300)	(2,384)	(3,882)	(4,707)	(8,589)

The Charity

Impact of removal of deficit brought forward in relation to HAI	-	966	966	-	-	-
Actual return less expected return on pension scheme assets	3,078	2,575	5,653	(455)	(1,813)	(2,268)
Experience gain/(loss) arising on the scheme liabilities	91	84	175	(643)	(901)	(1,544)
Gain/(loss) arising from changes in assumptions underlying the scheme liabilities	(4,232)	(4,925)	(9,157)	(2,707)	(1,993)	(4,700)
Gain/(Loss) recognised in Statement of Financial Activities	(1,063)	(1,300)	(2,363)	(3,805)	(4,707)	(8,512)

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History of experience gains and losses

AC/ACRBS The Group	2013	2012	2011	2010	2009
	£'000	£'000	£'000	£'000	£'000
Present value of scheme liabilities	(50,329)	(45,291)	(41,083)	(43,418)	(35,261)
Fair value of scheme assets	42,853	37,800	36,166	34,127	26,027
(Deficit)/Surplus	(7,476)	(7,491)	(4,917)	(9,291)	(9,234)
Experience adjustments on scheme liabilities	93	(656)	122	195	(814)
Experience adjustments on scheme assets	3,141	(464)	886	6,942	(5,787)

AC/ACRBS The Charity

Present value of scheme liabilities	(49,331)	(44,393)	(40,268)	(42,548)	(34,576)
Fair value of scheme assets	42,003	37,051	35,449	33,443	25,521
(Deficit)/Surplus	(7,328)	(7,342)	(4,819)	(9,105)	(9,055)
Experience adjustments on scheme liabilities	91	(643)	110	213	(842)
Experience adjustments on scheme assets	3,078	(455)	(876)	6,786	5,611

HtA/HtAFSS The Group and The Charity

Present value of scheme liabilities	(57,648)	(55,721)	(51,626)	(53,756)	(39,819)
Fair value of scheme assets	46,002	41,128	40,662	38,529	29,876
(Deficit)/Surplus	(11,646)	(14,593)	(10,964)	(15,227)	(9,943)
Experience adjustments on scheme liabilities	84	(901)	(358)	237	(165)
Experience adjustments on scheme assets	2,575	(1,813)	(41)	7,132	(11,383)

22 Taxation and charitable status

Age UK is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. The Charity's trading subsidiaries pay available profits to the Charity under gift aid. The subsidiaries charge to corporation tax in the year is £89,900.

23 Company limited by guarantee

The liability of 19 members of the Charity is limited by guarantee to £1 each.

24 Operating lease commitments

Annual amounts payable in respect of operating lease commitments expiring:

	Land and buildings	Other	Land and buildings	Other
	2013	2013	2012	2012
	£'000	£'000	£'000	£'000
Within one year				
Within two to five years	348	3	351	1
After five years	2,289	195	2,500	1,539
	5,279	5	5,138	-
	7,916	203	7,989	1,540

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25 Contingent liabilities and Capital Commitments

Age UK hold an interest in a pension Growth Plan. The scheme is in deficit and should Age UK withdraw from the scheme, Age UK would be required to pay its share of the deficit. At end of September 2012 Age UK's deficit share was £508,818. A recovery plan has been agreed to eliminate the deficit requiring employees to pay contributions with effect from 1 April 2013. The recovery plan is intended to run for 10 years and the deficit contributions payable will increase by 3% each year in April. For the year ending 31 March 2014 Age UK is expected to pay contributions of £30,888. There were no capital commitments at 31 March 2013 (2012: £nil).

26 Holding Company

Ultimate controlling party of Age UK is the Board of Trustees. Details of Age UK Trustees are disclosed on page 96.

27 Related Party Transactions

Age UK has taken advantage of the exemption given by Financial Reporting Standard 8 from disclosing transactions with members of the same accounting group, this applies where 100% of the voting rights are held within the group. All members of the Age UK Group are listed in Note 12. Trustee emoluments and transactions are disclosed in Note 9. Age Scotland Enterprises Limited and Age NI Enterprises Limited are joint ventures where 50% of the ownership is held by Age UK Enterprises Limited.

During the year the following transactions were carried out with Age Scotland Enterprises Limited, all of the income of Age Scotland Enterprises Limited amounting to £1,371,364 (2012: £1,266,814) represents commission which is collected by Age UK Enterprises Limited. At 31 March 2013 an amount of £154,760 (2012: £90,401) was due to Age Scotland Enterprises Limited from Age UK Enterprises Limited.

During the year the following transactions were carried out with Age NI Enterprises Limited, Age NI Enterprises Limited earned £282,243 (2012: £324,592) of commission from Age UK Enterprises Limited. At 31 March 2013 an amount of £27,387 was due to Age UK Enterprises Limited from Age NI Enterprises Limited (2012: an amount of £7,411 was due to Age NI Enterprises from Age UK Enterprises Limited).

There are no other related party transactions.

28 Integration costs

There were no integration costs for 2013 (2012: £867,000) relating to activities to create the restructured Age UK group following the merger of Age Concern England and Help the Aged on 1 April 2009.

	2013	2012
	£'000	£'000
Impairment of Astral House	-	711
Move to new head office	-	156
	<hr/>	<hr/>
	-	867

29 Post balance sheet events

On 7 June 2013 Age UK entered into a contract for the sale of Astral House, Norbury, London for £2.1 million. As at 31 March 2013 this property is included in freehold and long leasehold under operational fixed assets with a net book value of £1.9 million. Astral House was the former head office for Age Concern England prior to the merger of Age Concern England and Help the Aged on 1 April 2009. Completion will be within 12 months from the date of exchange of contracts. The latest date for completion is 7 June 2014.

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30 Subsidiary undertakings

During the year Age UK Group has carried out activities through five wholly owned trading subsidiaries. These six companies' principal activities are detailed below:

Age UK Enterprises Limited: provides insurance services and other products for older people. Aid-Call Limited: provides personal alarm systems for people at risk. Age UK Trading Limited: provides Age UK with staffing and management for Age UK's charity shops and the sale of bought in goods. Also the provision of training courses that are sold either to companies, governmental bodies or general public. Age UK Services Limited: provides Age UK with staffing for fundraising activities and supply of support services to Age UK. intune Group Limited: arranges financial services of particular relevance to older people. Age International: raises funds for and carries out Age UK's international charitable work.

Profit and loss account

	Age UK Trading Limited £'000	Age UK Services Limited £'000	Age UK Enterprises Limited £'000	Aid-Call Limited £'000	intune Group Limited £'000	Age International £'000	Other £'000	Total 2013 £'000	Total 2012 £'000
Turnover	32,451	22,202	45,908	7,538	52	12,435	-	120,586	110,551
Expenditure	(30,038)	(21,158)	(38,933)	(6,686)	(39)	(12,409)	-	(109,263)	(95,192)
Profit/(loss) for the year	2,413	1,044	6,976	852	13	26	-	11,323	15,359
Gift aid to parent	(2,500)	(960)	(7,077)	(850)	-	-	-	(11,387)	(14,934)
Profit/(loss) retained and transferred to reserves	(87)	84	(102)	2	13	26	-	(64)	425

Balance Sheet

Total fixed assets	110	-	1,934	2,447	-	-	651	5,142	5,581
Current assets	6,689	4,226	9,792	1,905	61	618	127	23,418	28,447
Total liabilities	(6,366)	(4,224)	(11,226)	(4,194)	(38)	(592)	(3,674)*	(30,314)	(34,714)
Net assets	433	2	500	158	23	26	(2,896)	(1,754)	(686)

* These liabilities are made up of intercompany debt that has been either written off or fully provided for elsewhere in the group prior to 1 April 2010.

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31 Grants receivable

The Charity received the following grants above £5,000 during the year:

Organisation	Project	Grant (£)
Albert Reckitt Charitable Trust	Non-project specific	5,000
Anonymous Trust	Research into Ageing	10,000
Avenal Charitable Trust	Non-project specific	5,000
The Balcombe Trust	Call in Time	42,000
The Batchworth Trust	Research into Ageing	5,000
Bay Tree Charitable Trust	Call in Time	20,000
Big Lottery Fund	Health and Wellbeing	2,106,905
The Bradbury Foundation	Capital projects for local Age UKs	246,332
British Geriatrics Society	Research into Ageing	69,865
Cabinet Office – Investment and Contract Ready Fund (ICRF)	Social investment	59,686
Catatania Trust	Non-project specific	5,000
Cecil and Hilda Lewis Charitable Trust	Non-project specific	15,000
Cheruby Trust	Non-project specific	10,000
City Bridge Trust	Care homes	46,500
Civil Society Facility Programme	International activities	60,392
Comic Relief	Equalities and Human Rights	50,000
D G Charitable Settlement	International activities	10,000
Department for Energy and Climate Change	Collective oil purchasing	104,000
Department of Health	Health and wellbeing	31,000
Department of Health	Strategic partners	184,121
Department of Health	Care homes	41,578
Department of Health	Maximising Older People's Personal Budget Use (Health & social care volunteers)	104,121
Department of Health	Volunteering and carer support	185,253
Department of Health – Section 70	Home services	1,000,000
Edith Murphy Foundation	Disconnected Mind	30,000
Elizabeth Frankland Moore and Star Foundation	Non-project specific	12,500
Essex County Council	Care homes	145,160
European Blind Union	Engagement and volunteering	8,118
The Eveson Charitable Trust	Call in Time	10,000
Foster Wood Foundation	Non-project specific	10,000
Francis Winham Foundation	HandyVan	10,000
The Fulmer Charitable Trust	International activities	6,000
Garfield Weston Foundation	Disconnected Mind	209,000
The George John and Sheila Livanos Charitable Trust	Disconnected Mind	10,000
Grand Charity – Masonic Samaritan Fund	Research into Ageing	19,838
Gwynneth Forrester Trust	Disconnected Mind	50,000
Headley Trust	Falls prevention	40,000
John Coates Charitable Trust	Non-project specific	5,000
Joseph Rowntree Foundation	Care homes	67,346

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Organisation	Project	Grant (£)
Joseph Rowntree House Trust	Care homes	5,940
Kathleen Hannay Memorial Trust	Disconnected Mind	20,000
Kinsurdy Charitable Trust	Non-project specific	8,500
Leeds Council	Care homes	5,268
Major R L P Coleman Charitable Trust	Non-project specific	6,992
McGrath trust	Non-project specific	5,000
Miss R C R Angel Charitable Trust	Non-project specific	11,550
Mrs D P Shakespeare Charitable Trust	Non-project specific	36,890
The Mulberry Trust	Winter warmth	10,000
Myristica Trust	Non-project specific	5,000
Newhope Trust	Non-project specific	10,000
The Peacock Trust	Research into Ageing	9,000
Rosetrees Trust	Research into Ageing	16,000
RS MacDonald Trust	Disconnected Mind	20,000
SEM Charitable Trust	Non-project specific	5,000
Southwark Council	Care homes	25,525
Stavros Niarchos	Digital inclusion	200,000
Stobart Newlands Charitable Trust	Non-project specific	8,000
Technology Strategy Board – ALIP 3 – Cobalt	Research into issues relevant to older people	15,417
Technology Strategy Board – ALIP 3 – Comodal	Research into issues relevant to older people	25,689
UK Aid	Social protection rights in Kenya	572,857
UK Aid	Hurricane Sandy/Haiti	376,650
United Nations	Projects in Sudan	254,225
The Wolfson Foundation	Capital projects for local Age UK's	46,500
World Café Europe	Engagement and volunteering	22,758

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Trustees, Officers and Professional Advisers 2012/13

Royal Patron

His Royal Highness the Prince of Wales KG KT GCB

Trustees

Dianne Jeffrey CBE DL (Chairman)

Jeremy Greenhalgh (Deputy Chairman)

Lucy Bracken (from 27 July 2012)

Patrick Cusack

Dr Bernadette Fuge

Timothy Hammond

Chris Hughes

David Hunter

Glyn Kyle MBE

Professor Brendan McCormack

Dame Jane Newell DBE

Michael Vincent

Professor John Williams

James Wright CBE DL

Timothy Ablett (until 27 May 2013)

Pauline Walsh (until 19 February 2013)

Jane Wesson (until 29 November 2012)

Tribute to Tim Ablett

We pay tribute to Tim Ablett, who sadly passed away in May this year. As well as being a highly valued Trustee of Age UK, Tim was also Chair of Age UK Enterprises since 2007. Tim made a significant contribution to the work and success of Age UK, and we are hugely grateful to him for his commitment and support. Tim is sorely missed for his warmth, his passionate support and as a much valued and respected friend.

Principal Officers of Age UK (as of 31 March 2013)

Group Chief Executive
Tom Wright CBE

Chief Financial Officer
Rajeev Arya (from March 2013)
Steve Mensforth (October 2012 until March 2013)

People and Performance Director
Caroline Bendelow (from July 2012)
Stephanie Harland (until July 2012)

Fundraising Director
Paul Farthing

Managing Director of Retail,
Trading and Training
Hugh Forde

Group Affairs Director
Stephanie Harland (from July 2012)

Group Marketing Director
Esther Jackson

Charity Director-General
Michelle Mitchell

Managing Director of Age UK Enterprises
Gordon Morris

Age International Director
Chris Roles

Group Finance Director
Charles Scott (until October 2012)

Professional advisers

Bankers

Barclays Corporate
1 Churchill Place
London E14 5HP

Internal auditors

PricewaterhouseCoopers
80 Strand
London WC2R 0AF

External auditors

KPMG LLP
1 Forest Gate
Brighton Road
Crawley RH11 9PT

Solicitors

Farrer & Co LLP
66 Lincoln's Inn Fields
London WC2A 3LH
Investment managers

Investment managers

Sarasin & Partners LLP
Juxton House
100 St Paul's Churchyard
London EC4M 8BU

Age UK registered office

Tavis House
1-6 Tavistock Square
London WC1H 9NA

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Tavis House
1-6 Tavistock Square
London WC1H 9NA
0800 169 80 80
www.ageuk.org.uk

