

AGE UK GATESHEAD LIMITED
(A company limited by guarantee)

Report and Accounts

Year ending 31 March 2019

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COMPANIES HOUSE

Charity number : 702561
Company number : 01863488

Age UK Gateshead Limited

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Welcome to our annual report for the year

I am pleased to present to you our annual report, my third as Chair. I would like to take this opportunity to thank my fellow Trustees and express my gratitude for their support and collaborative work commitment. I would also like to place on record my appreciation for all the work our staff and volunteers do – their commitment is second to none and without them, Age UK Gateshead would not be able to offer the incredible services that they do.

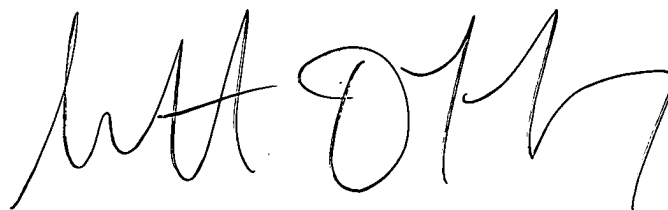
It continues to be an exciting year for our organisation, and thanks to the prudent financial management of the Chief Executive, Ian Wolstenholme and Finance trustee, Rob Page the organisation continues to “hold its own” with a positive forecast for the future. The charity’s financial position is outlined in this report. Our Chief Executive and his team have to wrestle with difficult decisions, but their energy and skills, with the dedication of the board have ensured we have sound, strategic management and we continue to deliver outstanding value for money and a service that is fit for purpose that reflects the charities values.

I would like to take this opportunity on behalf of the Board to express our thanks to all our partners who contribute to the work of both the charity and our trading activities. Without you we would not be as dynamic, flexible and responsive as we have been over the past year and you, collectively and individually, ensure we maintain our values as we provide the services required to enhance the lives of all who use our services.

Best wishes

Scott

Scott Duffy
Chair

A handwritten signature in black ink, appearing to read 'Scott Duffy', written in a cursive style.

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2019 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015). The organisation is a Public Benefit Entity within the definitions of s34 FRS 102.

Objectives and activities for the public benefit

The aims of our services, for older people continue to be ageing well, reducing social isolation, maximising income, advocacy, enabling and promoting physical health and wellbeing.

The trustees are satisfied that in accordance with the Charity Commission guidelines, Age UK Gateshead meet the public benefit requirements. The trustees have regard to this guidance when exercising any powers or duties to which the guidance is relevant.

A review of our achievements and performance

1. Sustaining and Growing: The aim is to diversify our income streams, to include charitable trust grants, statutory sector contracts, services we make a charge for, growing our retail offer, developing community fundraising.

Achievements and performance

- We retained our Local Authority contracts and the Clinical Commissioning Group contracts in 2018/19. We have continued to successfully deliver our services as funded by charitable trusts.
- We continue to develop a more commercial approach alongside our charitable service delivery.
- Our retail shops on the High Street and Low Fell continue to trade in an ever changing environment Subsequent to the year end with the office move to Felling the High Street shop closed

2. Innovating and improving:

Achievements and performance.

- We have implemented a scoping project to assess paid for services impact and charitable compatibility.
- We were awarded Age UK Quality Standards, Advice Quality Standard and retained the ISO 9001 Quality Standard and disability user symbol.
- We piloted a national Maintaining & Stimulating Cognitive Therapy project for those with dementia
- We deliver a Dementia focused support provision across the borough
- We deliver Living with and Beyond Cancer projects across both Gateshead & Newcastle
- We created and delivered 23 new social groups covering varied interests

A review of our achievements and performance - continued

3. Delivering a range of high quality person centred services and social enterprises:

The aims of our services for older people continue to be reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

Achievements and performance.

- Our Information & Advice service provided over 2,000 contacts to help an ever increasing number of older people with queries or casework in benefits, housing care and local services, including additional awards of benefits, grants and entitlements totalling £1.6 million.
- We provided over 10,300 social opportunities during the year through our Day Centre and Social Group Services. These services offer a variety of activities that tackle social isolation and loneliness to improve the wellbeing of the service users.
- Our Reconnections service provides 38 new social groups and provides support to 840 new clients
- Our befriending service has connected with 89 clients and recruited over 22 new volunteers
- Our Activage exercise classes, leisure and learning activity groups were attended by over 352 people per week, supporting them in remaining active physically and improving their health long term.
- We provided advocacy support hours of 1,820 during the year as well as 189 attendees at the Peer support group sessions for older people with mental health issues.
- We continued to expand our range of services to incorporate a dementia care service providing both a quality and stimulating care provision and much needed respite opportunity for carers.
- We launched the Boroughs only Bereavement Service providing much need support to an increasing number of clients incorporating both Bereavement and Suicide
- We hosted 18 Christmas Parties across the borough engaging with 411 people
- We launched a power of attorney service to complement our legal services provision.

4. Involving, influencing and promoting social inclusion:

Achievements and performance.

- We continued to consult with wider stakeholders including the Clinical Commissioning Group (CCG), Local Authority, Public Health and key partners in the Voluntary and Community sector.
- We provide a consultation platform utilised by Gateshead Council & the CCG in obtaining the views of older people in across the borough of Gateshead and Newcastle.
- We have actively contributed to the main engagement mechanisms established by the Statutory Sector - at which we are able to influence local policy and decision making, including the Local Engagement Board and Public and Patient involvement group
- We actively contribute and influence the national campaign " Dying Matters"
- We chair the boroughs Dementia Action Alliance ensuring voices are heard

Plans for the future

The charity's Strategic Plan for 2015-20 sets out our strategic aims:

- 1. Sustaining and Growing** We will develop a diverse range of funding streams
 - Research and develop new sources of income which includes paid for services.
 - Engage proactively with public sector commissioning bodies, ensuring our work is aligned to their own strategic priorities.
 - Focus Charitable Trust applications on those that best match our strategic aims.
 - Become the provider of choice for people with a direct payment /personal budget and those who pay for their own social care.
 - Improve our use of market analysis in service development.
 - Open a replacement retail unit in Gateshead to replace and increase unrestricted income.
- 2. Innovating and Improving**
 - Establish ourselves at House on the Hill in Felling
 - Ensure all services are people centred
 - Embrace new person centred technologies which improve efficiency at reduced cost, including telephony, IT software, mobile technology and Management Information Systems.
 - Build and maintain 1st class performance by engaging our staff and volunteers in our strategy and values.
 - Retain ISO 9001 Quality Standard,
 - Improve internal communication.
 - Improve our external communication and profile.
 - Continue to achieve cost efficiencies across all areas to maximise the impact of limited resources.
 - Improve our use of outcomes evaluation methods to better demonstrate our social, health and financial outcomes and impacts.
- 3. Delivering** - delivering a range of high quality person centre services:
 - Focus on reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.
 - Position ourselves in the market as One Stop Shop / Wellness Hub for Older People's community based services.
 - Create a bespoke, person centred package of support which can be tailored to the needs and circumstances of individuals.
 - Develop partnerships with organisations who share our vision and values.
 - Expand dementia provision to a six day a week service

Plans for the future - continued

4. Involving - Involving, influencing and promoting social inclusion

- Involve and engage with older people, our staff, volunteers and other stakeholders, using the intelligence gathered to develop our own services and social enterprises as well as influencing and lobbying for change and improvement in the lives of older people in our community.
- Ensure we are accessible and inclusive, and that communities that experience discrimination are actively included in our work.

Financial review

The accounts show a surplus for the year amounting to £47,786. (2018 – £15,306). It is pleasing to report following years of deficits. There is still hard work ahead to rebuild reserves. Current funding lines are holding up which is encouraging.

Risk Management

Risks to the charity have been identified and reviewed on an ongoing basis, and appropriate action taken. This has included ensuring appropriate insurance cover, identifying physical risks such as uneven surfaces, reviewing fire safety systems and training staff, ensuring staff have first aid training, and undertaking a general health and safety risk assessment throughout our premises.

Reserves policy and going concern

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of total charitable expenditure. It is estimated that this expenditure currently equates to £175,000. At this level of unrestricted reserves, the charity could maintain all operations for three months even if no income was being generated. Current unrestricted reserves after adjusting for fixed assets amount to £95,554. Work is in hand to increase these levels.

The charity enjoys good liquidity and has no issue on meeting its liabilities when they are due. The trustees are confident for the next twelve months.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 14 November 1984. It registered with the Charity Commission on 23 February 1990. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Structure, governance and management - continued

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve for three years.

All members of the Management Committee give their time voluntarily and receive no benefits from the Charity.

All new trustees receive a trustee welcome pack, which contains key policies, strategic plans, code of conduct etc. They also receive induction time with the Chief Executive and opportunities to visit services and activities as well as access to any relevant training.

The Management Committee at 31st March 2019 was made up of 6 trustees. The Management Committee meet on a quarterly basis and are responsible for the strategic direction and policy of the charity.

A line management system is in place with day to day responsibility for the management of the organisation resting with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. Day to day operational management is headed by individual team members using the reporting structures and line management to finally report to the Chief Executive and trustees.

Reference and administrative information

Trustees

| | |
|---------------------|------------------------|
| Scott Duffy | |
| Rachael McCartney | Resigned 19 March 2019 |
| Robert Page | |
| Christian Swinburne | Resigned 31 May 2019 |
| Rebecca Haines | |
| Sandra Hastings | Resigned 30 April 2019 |
| Sue Jennings | |

Chief Executive

Ian Wolstenholme

Principal office

House On The Hill, Gateshead Tyne & Wear NE10 9LR

Independent Examiner

Stephenson Coates Audit Limited, West 2 Asama Court, Newcastle Business Park, Newcastle NE4 7YD

Trustees' responsibilities in relation to the financial statements

The trustees are responsible for preparing the Report of the Management Committee and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing these financial statements, the directors are required to:

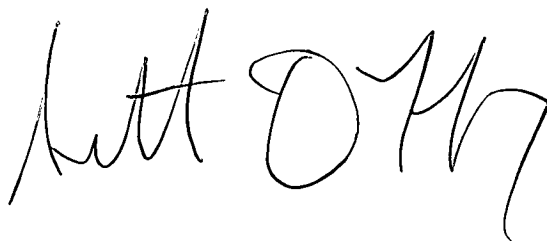
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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 United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Signed on behalf of the trustees

S Duffy - Chair

A handwritten signature in black ink, appearing to be 'S Duffy', written over a horizontal line.

17 December 2019

Report of the Independent Examiner to the trustees of Age UK Gateshead Limited

I report on the financial statements for the year ended 31 March 2019, which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

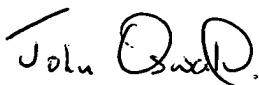
Independent examiner's report

I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those accounting records; or
- 3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- 4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



John Oswald

STEPHENSON COATES AUDIT LIMITED

Chartered accountants

West 2, Asama Court

Newcastle Business Park

Newcastle upon Tyne NE4 7YD

17 December 2019

Age UK Gateshead Limited
Statement of Financial Activities
Year ended 31 March 2019

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| | Notes | Unrestricted Funds | Restricted Funds | Total Funds 2019 | Total Funds 2018 |
|------------------------------------|-------|-----------------------|---------------------|------------------------|------------------------|
| | | £ | £ | £ | £ |
| Income | | | | | |
| Donations and legacies | 2 | 18,787 | 17,015 | 35,802 | 34,083 |
| Charitable activities | 3 | 55,704 | 563,118 | 618,822 | 440,101 |
| Other trading activities | 4 | 61,861 | 1,861 | 63,722 | 76,405 |
| Investments | 5 | 4,360 | - | 4,360 | 9,478 |
| Other | 6 | 5,181 | 2,443 | 7,624 | 11,323 |
| Total income | | 145,893 | 584,437 | 730,330 | 571,390 |
| Expenditure on: | | | | | |
| Raising funds | 7 | 66,810 | 8,179 | 74,989 | 74,835 |
| Charitable activities | 8 | 31,297 | 576,258 | 607,555 | 481,249 |
| Total expenditure | | 98,107 | 584,437 | 682,544 | 556,084 |
| Net income (expenditure) | | 47,786 | - | 47,786 | 15,306 |
| Transfers between funds | | - | - | - | - |
| Net movement in funds | | 47,786 | - | 47,786 | 15,306 |
| Reconciliation of funds: | | | | | |
| Total funds brought forward | | 116,055 | - | 116,055 | 100,749 |
| Total funds carried forward | | 163,841 | - | 163,841 | 116,055 |

Age UK Gateshead Limited
Balance Sheet as at 31 March 2019

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| | Notes | £ | 2019 £ | £ | 2018 £ |
|--|-------|----------------|-----------------------|----------------|-----------------------|
| Fixed assets | | | | | |
| Tangible assets | 11 | | 68,277 | | 87,432 |
| Investments | 12 | | <u>10</u> | | <u>10</u> |
| Total fixed assets | | | 68,287 | | 87,442 |
| Current assets | | | | | |
| Debtors | 13 | 37,405 | | 92,118 | |
| Cash at bank and in hand | | <u>147,680</u> | | <u>22,565</u> | |
| Total current assets | | 185,085 | | 114,683 | |
| Liabilities | | | | | |
| Creditors: amounts falling due within one year | 14 | <u>89,531</u> | | <u>86,070</u> | |
| Net current assets | | | <u>95,554</u> | | <u>28,613</u> |
| Total net assets | | | <u>163,841</u> | | <u>116,055</u> |
| The funds of the charity | | | | | |
| Restricted income funds | | | | | |
| Unrestricted funds | | | <u>163,841</u> | | <u>116,055</u> |
| Total charity funds | 15 | | <u>163,841</u> | | <u>116,055</u> |

For the year ended 31 March 2019 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard 102.

Approved by the Management Committee on 17 December 2019 and signed on its behalf by

S Duffy



Age UK Gateshead Limited
Statement of Cash Flows
Year ended 31 March 2019

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| | 2019 | 2018 |
|---|----------------|-----------------|
| | £ | £ |
| Net movement in funds | 47,786 | 15,306 |
| Add back | | |
| Depreciation | 17,061 | 11,652 |
| Loss on asset disposal | 1,784 | 1,572 |
| Deduct | | |
| (Increase) in debtors | 54,713 | (32,643) |
| Increase (decrease) in creditors | 3,461 | 30,752 |
| Net cash used in operating activities | 124,805 | 26,639 |
| Cash flows from investing activities | | |
| Purchase of fixed assets | (3,200) | (64,594) |
| Proceeds from sale of fixed assets | 3,510 | 2,860 |
| Net cash used by investing activities | 310 | (61,734) |
| Change in cash balances in year | 125,115 | (35,095) |
| Bank and cash balances brought forward | 22,565 | 57,660 |
| Bank and cash balances carried forward | 147,680 | 22,565 |

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 1023), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the funder, donor or through the terms of an appeal.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes

Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.
- Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, is accounted for as the charity earns the right to consideration by its performance.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Income - continued

- Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.
- Incoming resources from charitable trading activity are accounted for when earned.
- Legacies are included when the charity is notified of an impending distribution or the legacy being received.

Expenditure

Expenditure is recognised in the period it is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Expenditure on raising funds comprises the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.
- Expenditure on charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life

| | | |
|------------------|-----|------------------------------|
| Motor vehicles | 25% | Reducing balance |
| Office equipment | 15% | Reducing balance |
| Shop fittings | | Over the period of the lease |

2. Donations and legacies

| | Unrestricted £ | Restricted £ | 2019 £ | 2018 £ |
|-------------------------------------|-------------------|-----------------|---------------|---------------|
| Donations | 1,480 | 7,895 | 9,375 | 7,493 |
| Gift aid | 100 | - | 100 | 4,078 |
| Will writing and Powers of Attorney | - | 9,120 | 9,120 | 8,465 |
| Pay for it | 9,849 | - | 9,849 | 7,281 |
| Other | 7,358 | - | 7,358 | 6,766 |
| | 18,787 | 17,015 | 35,802 | 34,083 |

3. Charitable activities

| | Unrestricted £ | Restricted £ | 2019 £ |
|--|-------------------|-----------------|----------------|
| <i>Grants</i> | | | |
| Age UK Joint Finance | 15,000 | - | 15,000 |
| Age UK Ambitions for Later Life | - | 26,060 | 26,060 |
| Age UK Big Knit - Transition | 9,630 | - | 9,630 |
| Age UK – Get Active | - | 2,500 | 2,500 |
| Bus Fund | - | 8,517 | 8,517 |
| BESN | - | 6,000 | 6,000 |
| BSOG | 892 | - | 892 |
| CAF – Smart meters | - | 4,785 | 4,785 |
| Carers Trust | - | 7,918 | 7,918 |
| Comic Relief and Newcastle United Foundation | - | 8,660 | 8,660 |
| Community Foundation | 500 | - | 500 |
| First Utilities | - | 28,500 | 28,500 |
| Future Digital Training | - | 7,500 | 7,500 |
| Gateshead Housing Community Fund | - | 2,463 | 2,463 |
| Henry Smith Foundation | - | 29,700 | 29,700 |
| Living Well Beyond Cancer | - | 25,501 | 25,501 |
| Mini Bus | - | 8,418 | 8,418 |
| MOD Funding | 29,082 | 45,172 | 74,254 |
| St James Knotts Trust | - | 3,600 | 3,600 |
| 1973 Willan Charitable Trust | - | 4,767 | 4,767 |
| Police and Crime Commissioners | - | 1,896 | 1,896 |
| Other | 600 | 2,187 | 2,787 |
| <i>Service level agreements</i> | | | |
| Clinical Commissioning Group | - | 89,212 | 89,212 |
| Gateshead MBC | - | 190,967 | 190,967 |
| <i>Client contributions</i> | | | |
| Transport | - | 14,517 | 14,517 |
| Cover charges | - | 21,045 | 21,045 |
| Dementia service | - | 23,233 | 23,233 |
| | 55,704 | 563,118 | 618,822 |

4. Other trading activities

| | Unrestricted £ | Restricted £ | 2019 £ | 2018 £ |
|-----------------------------|-------------------|-----------------|---------------|---------------|
| Retail sales | 58,022 | - | 58,022 | 62,844 |
| Consultancy | 2,406 | - | 2,406 | 12,031 |
| Other | 352 | 1,861 | 2,213 | 840 |
| Personal assistant services | 1,081 | - | 1,08 | 690 |
| | 61,861 | 1,861 | 63,722 | 76,405 |

5. Investments

| | Unrestricted £ | Restricted £ | 2019 £ | 2018 £ |
|--------------------|-------------------|-----------------|--------------|--------------|
| Investment company | | | | |
| Management fees | - | - | - | 6,000 |
| Profit share | 4,322 | - | 4,322 | 3,306 |
| Bank interest | 38 | - | 38 | 172 |
| | 4,360 | - | 4,360 | 9,478 |

6. Other

| | Unrestricted £ | Restricted £ | 2019 £ | 2018 £ |
|----------------------|-------------------|-----------------|--------------|---------------|
| Employment allowance | 3,000 | - | 3,000 | 3,000 |
| Room hire | 1,800 | - | 1,800 | 3,720 |
| Sundry | 381 | 2,443 | 2,824 | 4,603 |
| | 5,181 | 2,443 | 7,624 | 11,323 |

7. Raising funds

| | Unrestricted £ | Restricted £ | 2019 £ | 2018 £ |
|------------------------|-------------------|-----------------|---------------|---------------|
| Salaries | 25,943 | - | 25,943 | 42,909 |
| Retail operation costs | 39,589 | - | 39,589 | 27,861 |
| Marketing | 1,278 | 870 | 2,148 | 1,657 |
| Other | - | 7,309 | 7,309 | 2,408 |
| | 66,810 | 8,179 | 74,989 | 74,835 |

8. Charitable activities

| | Social Wellbeing | Information & Advice | 2019 | 2018 |
|------------------------------|---------------------|-------------------------|----------------|----------------|
| | £ | £ | £ | £ |
| Salaries | 211,367 | 107,579 | 318,946 | 216,800 |
| Pension | 5,380 | 3,355 | 8,735 | 7,229 |
| Establishment costs | 6,712 | - | 6,712 | - |
| Office costs | 3,318 | 118 | 3,436 | 2,887 |
| Activity costs | 6,872 | 2,806 | 9,678 | 13,530 |
| Venue rent | 16,499 | - | 16,499 | 14,685 |
| Transport and motor | 13,572 | 384 | 13,956 | 16,086 |
| Staff and volunteer expenses | 3,522 | 3,047 | 6,569 | 5,453 |
| Sundry | 926 | 991 | 1,917 | 1,979 |
| Depreciation | 12,074 | - | 12,074 | 6,430 |
| Loss/(profit) on disposals | 1,784 | - | 1,784 | 1,572 |
| Governance - note 10 | 11,926 | 6,916 | 18,842 | 17,434 |
| Support costs – note 10 | 115,159 | 73,248 | 188,407 | 177,164 |
| | 409,111 | 198,444 | 607,555 | 481,249 |

9. Staff costs and remuneration of key management

| | 2019 | 2018 |
|---------------------|----------------|----------------|
| | £ | £ |
| Salaries | 401,249 | 341,259 |
| Social security | 24,899 | 21,384 |
| Other pension costs | 17,426 | 14,719 |
| | 443,574 | 377,362 |

The average number of employees during the year was 30 (2018 – 30) with all employee time involved in providing either support to the governance of the charity or support services to charitable activities.

The charity considers its key management personnel comprise the trustees Chief Executive Officer and two senior managers. The total employment benefits including employer pension contributions of the key management personnel were £86,040 (2018 - £123,950).

10. Analysis of governance and support costs

The charity identifies the costs of its support functions. Costs are identified specifically for the governance function. Having identified its governance costs the remaining support costs together with the governance costs are apportioned between the Social Wellbeing and Information & Advice. The table below sets out the basis of apportionment and the analysis of support and governance costs.

| | Basis | Support £ | Governance £ | Total £ |
|------------------------------|-------------------|----------------|-----------------|----------------|
| Salaries | <i>Time</i> | 101,307 | 5,896 | 107,203 |
| Pension | <i>Time</i> | 8,212 | 478 | 8,690 |
| House on the Hill | | 20,762 | 1,093 | 21,855 |
| Establishment costs | <i>Time</i> | 35,305 | 3,922 | 39,227 |
| Office costs | <i>Time</i> | 16,634 | 1,845 | 18,479 |
| Staff and volunteer expenses | <i>Time</i> | 162 | 18 | 180 |
| Training | <i>Time</i> | - | 2,746 | 2,746 |
| Quality Standard costs | <i>Governance</i> | - | 767 | 767 |
| Sundry | <i>Time</i> | 4,821 | 536 | 5,357 |
| Accountancy | <i>Governance</i> | - | 1,408 | 1,408 |
| Depreciation | <i>Time</i> | 1,204 | 133 | 1,337 |
| | | 188,407 | 18,842 | 207,249 |

11. Tangible fixed assets

| | Fixtures & Equipment | Shopfitting | Vehicles | Total |
|-------------------------|-------------------------------------|--------------------|-----------------|----------------|
| Cost | £ | £ | £ | £ |
| At 1 April 2018 | 87,246 | 18,246 | 58,594 | 164,086 |
| Additions | - | - | 3,200 | 3,200 |
| (Disposals) | - | - | (7,500) | (7,500) |
| At 31 March 2019 | 87,246 | 18,246 | 54,294 | 159,786 |
| Depreciation | | | | |
| At 1 April 2018 | 63,633 | 6,436 | 6,585 | 76,654 |
| Charge for year | 2,338 | 3,649 | 11,074 | 17,061 |
| (Disposals) | - | - | (2,206) | (2,206) |
| At 31 March 2019 | 65,971 | 10,085 | 15,453 | 91,509 |
| Net Book Value | | | | |
| At 31 March 2019 | 21,275 | 8,161 | 38,841 | 68,277 |
| <i>At 31 March 2018</i> | <i>23,613</i> | <i>11,810</i> | <i>52,009</i> | <i>87,432</i> |

12. Investments

| | 2019 | 2018 |
|--|-------------|-------------|
| | £ | £ |
| Age UK North of Tyne and Gateshead Enterprises Limited 10 Ordinary shares of £1 | 10 | 10 |

13. Debtors

| | 2019 | 2018 |
|--|---------------|---------------|
| | £ | £ |
| Grants and service level agreement monies receivable | 33,770 | 89,189 |
| Prepayments | 3,635 | 2,929 |
| | 37,405 | 92,118 |

14. Creditors : amounts falling due in one year

| | 2019 | 2018 |
|------------------------------|---------------|---------------|
| | £ | £ |
| Taxation and social security | 6,530 | 6,683 |
| Other creditors | 31,986 | 22,192 |
| Grants in advance | 34,044 | 50,969 |
| Accruals | 16,971 | 6,226 |
| | 89,531 | 86,070 |

15. Total charity funds

| | At 1 April 2018 | Income | Expenditure | Transfers | At 31 March 2019 |
|-------------------------|--------------------------------|----------------|--------------------|------------------|---------------------------------|
| | £ | £ | £ | £ | £ |
| Unrestricted | | | | | |
| General | 45,333 | 145,893 | 98,107 | - | 93,119 |
| Designated | 70,722 | - | - | - | 70,722 |
| | 116,055 | 145,893 | 98,107 | - | 163,841 |
| Restricted | | | | | |
| Social wellbeing | - | 389,524 | 389,524 | - | - |
| Information & Advice | - | 194,913 | 194,913 | - | - |
| | - | 584,437 | 584,437 | - | - |
| | 116,055 | 730,330 | 682,544 | - | 163,841 |