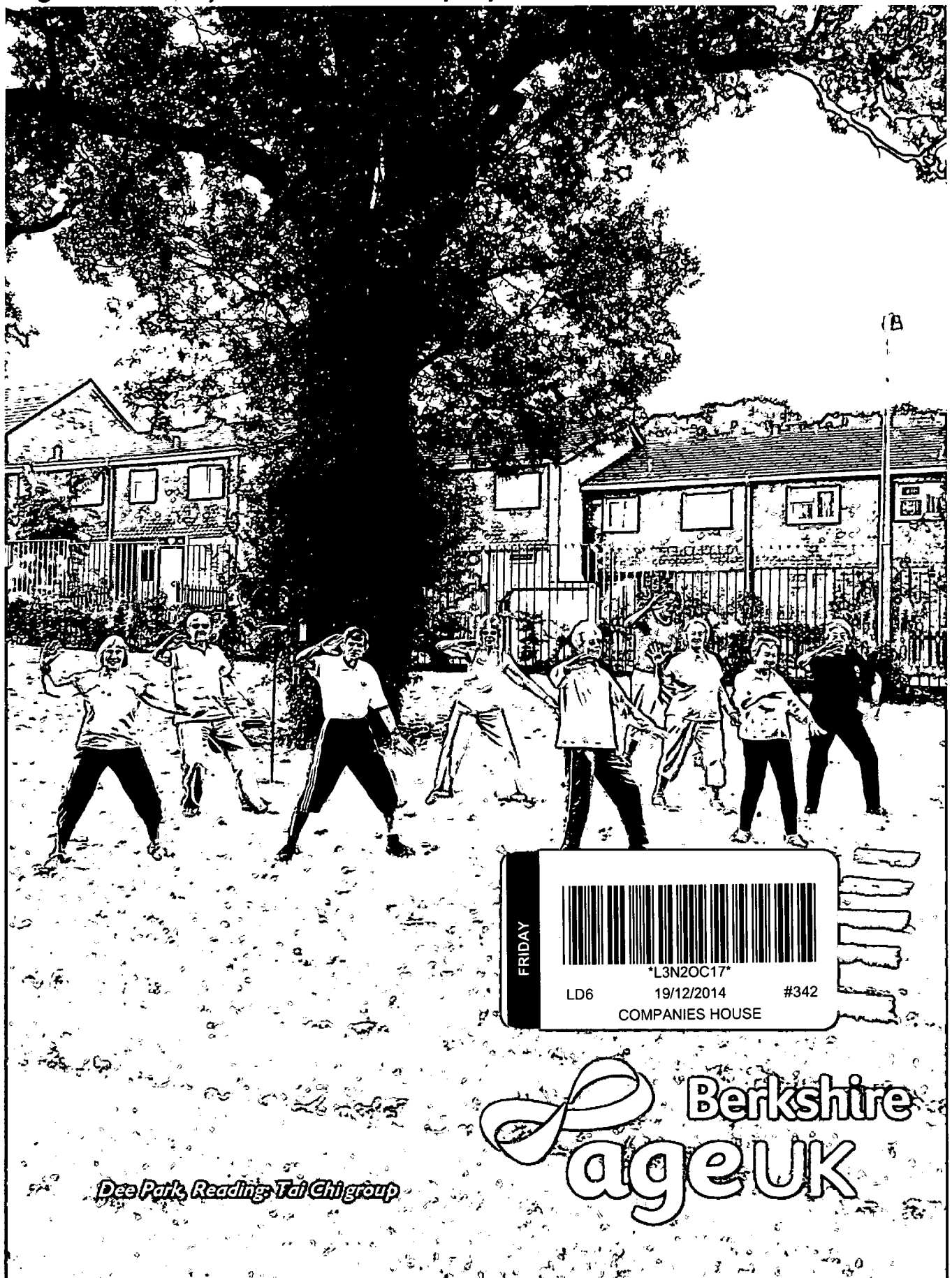


# Age UK Berkshire



2013-14 Annual Report & Accounts

Registered Charity No. 1146462; Company No. 07928260



*Dee Park, Reading: Tai Chi group*



For more information, call us or go online  
0118 959 4242 [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)

**Charity Number 1146462**

**A company limited by guarantee, registered in England & Wales number 07928260**

**Directors' Annual Report and Financial Statements  
Year Ending 31st March 2014**

**Reference and administrative information**

**President**

Mrs Kay Everett

**Directors**

Mr Brian Fitsall, Chair of Trustees (Chair from 22/01/2014)

Mr Tony Hargraves, Vice-Chair of Trustees

Mr Chris Satchwill, Honorary Treasurer

Mr Colin Preston, Director (Chair until 22/01/2014)

**Members**

Mrs Janet Brown, Age UK Reading

Mr Jim Durkin

Mr Colin Fergman, Firtree Club

Ms Tracey Hedgecox, Age Concern Bracknell Forest

Ms Sandra Hopkins, Age Concern Wraysbury & Horton

Ms Ann Isaacs, Age Concern Thatcham

Mr Graeme Layzell, Woodley Age Concern

Mrs Catherine McLinden, Age Concern Windsor

Mrs Karen Ockwell, Fair Close Day Centre

**Advisers**

Cllr David Coppinger, Royal Borough of Windsor and Maidenhead

Cllr Gul Khan, Reading Borough Council

Cllr Cliff Thompson, Bracknell Forest Council

Cllr Robert Wyatt, Wokingham Borough Council

**Company Secretary**

Mr Mike Allen

**Registered Office**

Huntley House, 119 London Street, Reading, RG1 4QA

**Auditors**

Chantrey Vellacott DFK, Prospect House, 58 Queens Road, Reading, RG1 4RP

**Bankers**

Barclays Bank, Broad Street, Reading, RG1 2AP

**Investment Managers**

Quilter Cheviot Asset Management, Long Acre, London, WC2 9RA

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## **Governance, structure, appointment of Directors**

Age UK Berkshire was incorporated on 30<sup>th</sup> January 2012 as a Company Limited by Guarantee and re-registered as a charity, with a new Registered Number, 1146462, and commenced operating on 1<sup>st</sup> April 2012. Age UK Berkshire was formed from Age Concern Berkshire, which was first set up as a charity in 1964, but which had existed since 1958.

The first Directors were those who agreed and signed the Memorandum for the formation of the company. The Directors, who are also Trustees under charity law, form the governing body of Age UK Berkshire and have ultimate responsibility for directing the business of the charity. None of the Directors have any beneficial interest in the charitable company or any subsidiary.

Members are individuals and representatives from organisations who support the aims and charitable objectives of Age UK Berkshire. Members guarantee to contribute an amount not exceeding £10 in the event of the Company having to be wound up.

Members met in a General Meeting on 4<sup>th</sup> April 2013 and agreed to extend Membership to the six "Friends of Age UK Berkshire", the Age Concern groups in Berkshire who had previously signed a cooperation agreement with Age UK Berkshire and Age UK. Members further agreed at this meeting to the recommendation from Directors to co-opt a new Director to the Board.

At the Annual General Meeting held on 5<sup>th</sup> November 2013, Members re-elected Directors, reviewed activity for the previous financial year and approved the strategic plan for growth for the forthcoming year.

All of the Directors are volunteers. Directors are assisted to fulfil their duties by the Chief Executive and by other advisers, who offer information and assistance to Directors in undertaking all their governance tasks.

During the year the Board of Directors met six times, reviewed the strategic business plan and receiving financial and operational reports for the incorporated charity. The Board of Directors appoint the Chief Executive who manages the organisation with the support of other Managers.

It is the responsibility of the Directors to make balanced, proportionate and clear decisions about the future of the charitable company, and make all disclosures about the organisation. Through consideration of reports on financial management, income, expenditure, liquidity, investments and of cashflow forecasts for the next twelve months, Directors have analysed any risks to the company alongside the strategic plan for growth, and have identified no material uncertainties that cast doubt about the ability of the company to continue as a going concern.

This Directors' report and accompanying financial statements cover the 12-month period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

## **Affiliation and relationship between the Charity and other organisations**

Age UK Berkshire is a Brand Partner with Age UK, which was formed in 2009 by the merger of Age Concern and Help the Aged. The Trustees of Age UK Berkshire signed the Partnership Agreement in 2011 and the Directors believe it remains beneficial to the operation of the organisation.

Age UK Berkshire is the sole shareholder of Age UK Berkshire Trading Ltd., which is the subsidiary formed in December 2012 in order to trade in non-primary purpose activities and products. All profits from this company are donated to Age UK Berkshire.

Age UK Berkshire remains an independent, locally-governed and locally-funded organisation, able to respond to the needs of people in later life across Berkshire.

## **Objectives and activities**

The charitable objectives of Age UK Berkshire are to relieve older people resident in the county of Berkshire who are in need by providing services, facilities or items calculated to relieve the needs of such persons; such other purposes as are charitable according to the laws of England and Wales for the benefit of the public.

## **Chairman's Report**

### **Annual Report - April 2013 to March 2014**

The year under review has been a challenging one, primarily due to issues beyond our control.

Whilst it is wonderful that the UK population continues to live longer, demand on our services inevitably increases. Unfortunately, this has put considerable strain on our financial resources, exacerbated by the withdrawal or reduction in local authority contributions which, in the past, have paid for many of our services.

Your Board and Mike Allen, our Chief Officer, are undertaking a review of the services that we offer to this growing population. We are conscious that demand will continue to rise and we are reluctant to withdraw or reduce services that we offer. However, something has to change if we are to remain a viable concern, so it is likely that some of our services may have to be modified or they may have to become chargeable to those who are able to pay, if we are to sustain them over the long term.

It is not all bad news. Early in the year, we signed a contract with Windsor, Ascot and Maidenhead Clinical Commissioning Group, to provide a specialist Home from Hospital service. This great initiative is a key part of our strategy and it has proven to be extremely cost effective for the CCG, and it starts to help us realise some much needed revenue. There are six more CCGs within the county, and active discussions are underway to help all of them with similar services and contracts.

We continue to seek additional sources of funding. Mike Allen and I have had exploratory discussions with our counterparts at Age UK Reading, to consider possible synergies and joint activities that could reduce costs or drive income for both organisations. Similar discussions are also planned with Age UK Oxfordshire.

During the year, we were sorry to lose our Deputy Chief Officer and we wish him well in his retirement. In view of the financial challenges that we are tackling, we then took the decision to instead appoint a Chief Financial Officer and I am delighted to welcome Nicol Dunlop to our team.

I must offer the appreciation of the board and everyone at Age UK Berkshire, to my predecessor, Colin Preston. Colin stood down as Chairman in February 2014, after six years of invaluable service to the organisation. He will be sorely missed and is, unquestionably, a tough act to follow. Our best wishes go to him and his wife Margaret, in their new home in Suffolk

Finally, despite the apparent doom and gloom with which I opened this report, I am delighted to end this report with some great news as I report that there has been no reduction in the quality of services that we provide, which go from strength to strength. For this, I am indebted to our managers and staff, who continue to do a fantastic job. I want to thank them, and our amazing group of volunteers for all their efforts.

Brian Fitsall, Chair of the Board of Directors



## **Treasurer's Report**

On behalf of the Directors, I have pleasure in presenting my report for the year ended 31<sup>st</sup> March 2014.

### **Statement of Financial Activities**

This year we are reporting an overall deficit of £202,487 (2013: Deficit £12,189). At the operating level, before the revaluation of investments and our share of the revaluation of the Royal County of Berkshire Pension Fund, we are reporting an operating deficit of £175,613 compared to a small surplus in 2013 of £13,585.

The year under review has been our most challenging to date as we feel the effects of the cutbacks that are being made by the local authorities which have historically been our major source of income. Whilst suffering this we have not had the good fortune to receive any significant legacies in the year under review.

Our costs meanwhile have grown, partly in line with our plan to offer more services and to strengthen our management capacity, and partly due to external factors such as inflation.

The result is the operating loss which we are able to fund from our financial reserves.

As a consequence, we must reconsider the services we offer and their cost base and model, and we must also attempt to seek alternative funding. Whilst we are a charity and may be able to provide a service free or at low price at the point of delivery, the cost of performing these services must in the round be funded if we are remain a viable entity.

We have charged a further £25,000 to the statement of Financial Activities in respect of our share of the shortfall of assets over liabilities in the defined benefit pension scheme. We have written to central government to seek relief from this liability and have achieved little success in this respect as of yet.

### **Balance Sheet**

The balance sheet continues to be strong, but the overall reserves have decreased by 34.0% (£202,487) to £384,631. This decrease is due to the deficit described above. Our investments continue to be managed by Quilter Cheviot.

### **Summary of Directors' policy regarding risk assessment**

The Directors have identified the major risks which Age UK Berkshire faces: in summary they are financial loss and/or loss of reputation caused by negligent or wrongful acts or omissions by persons acting on behalf of Age UK Berkshire in serving older people in the community.

Directors acknowledge that there are inevitably risks in all of the various areas that Age UK Berkshire assists older people, who are often with disabilities, memory loss or otherwise very frail. They have considered, and where necessary strengthened, the policies and procedures. Directors are satisfied that these measures, together with the existing insurance coverage, provide a reasonable mitigation of these risks.

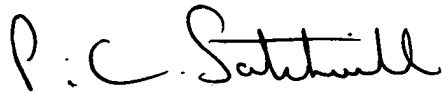
## **Reserves Policy**

Age UK Berkshire has historically had reserves that covered its annual costs by a factor between 1 and 2.5. Having seen grant income reduce significantly in recent years and taking full account of the range of services that are now provided to old and vulnerable people, Directors regard as a guideline that reserves, before pension scheme liability, should be sufficient to cover two years' operating costs. Similarly and when possible, it is policy to aim to have sufficient funds to give flexibility to cover cash flow, and to maintain adequate working capital.

## **Plans for Future Periods**

In the light of the foregoing, and as noted in the report by the Chair, we have strengthened our Finance team to enable us to better deal with the changing landscape within which we operate and to address the challenges we face.

We will continue to examine and improve Age UK Berkshire's financial and service operations as we cannot continue to operate with the levels of deficit generated in the year to 31<sup>st</sup> March 2014.

A handwritten signature in black ink, appearing to read 'P. C. Satchwill'.

Chris Satchwill, Honorary Treasurer



## **Public Benefit**

In complying with the duty under the Charities Act 2011 to have regard to the public benefit provided by the charity, Directors have detailed in this report the activities delivered to fulfil the charity's Objects.

## **Statement of Social Responsibility**

Age UK Berkshire's underpinning viewpoint is based on being an important part of the Berkshire community since the days of the Berkshire Older People's Welfare Committee in the 1950s, since forming as Age Concern Berkshire in 1964 and now as part of the Age UK Partnership. Directors, volunteers and employees are committed to the principles of social and economic inclusion, and able to respond to and provide for the needs of people in later life; this commitment shapes all the organisation's activities.

## **Equality and Diversity**

Age UK Berkshire is strongly committed to the application of the principles of equality and diversity in all parts of our work. In recruitment and selection processes for paid employees Age UK Berkshire constantly strives to reflect the communities around us, and in its search for volunteers to work with us, it attempts the same. Age UK Berkshire regularly reviews policy and procedures to ensure that it can better serve all local communities.

## **Health and Safety**

Age UK Berkshire actively seeks to provide a healthy and safe environment, not only for Directors, volunteers and employees, but also for service users, customers, carers and members of the public. Policy and procedures are regularly reviewed to ensure the minimisation of hazards and risks, and to enable the organisation to take appropriate action. In 2012 it contracted with Northgate Arinso Employer Services (now MoorePay) who provide up-to-date procedures and relevant Health & Safety advice to ensure we remain constantly up-to-date with relevant legislation.

## **Human Resources Management**

Age UK Berkshire recognises the importance of both volunteers and employees to the future development of the organisation, and is committed to a supportive working environment that will attract and motivate them. It is contracted with MoorepayHR to advise and support the Directors and senior managers to ensure it remains constantly up-to-date with relevant legislation. Age UK Berkshire is an accredited Living Wage employer.

## **Quality Management systems**

Age UK Berkshire continue to hold the ISO 9001 quality standard which is a nationally-recognised measure of systems of customer service, employee management, health & safety and environment-impact.

## **Impact in the community**

Age UK Berkshire is very much a part of the community in which it works; employees are encouraged to participate as appropriate in community and voluntary activity. The increasingly large team of volunteers increases the impact in all of the communities served, as well as having those communities impact on the organisation.

## Internal control and risk management

It is Age UK Berkshire's policy to seek best value from its suppliers and services.

Directors have examined the major risks which the Charity faces in relation to external factors and relationships, its governance and management, its internal operations and its business. The management of risk is reviewed by the Chief Executive on an on-going basis, and by the Board of Directors on an at-least annual basis. Directors have reviewed the revised Charities Commission guide to Conflicts of Interest (CC29) and ensure that any such conflicts are fully declared; in 2013/14, there were none.

Directors continue to keep under review systems of internal financial control. The systems have been designed to provide reasonable, but not absolute, assurance against material misstatement or loss. They include:

- A strategic plan and an annual budget approved by the Directors/Trustees
- Regular consideration by the Directors of financial results, variance from budgets and performance against the non-financial annual plan
- Formal delegation of authority and separation of duties

These internal financial controls conform to guidelines issued by the Charity Commission.

## Statement of Trustees' Responsibilities

Company law requires the Directors to prepare financial statements for each financial year that give a true and fair view of the charitable company's state of affairs and of its incoming resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements, the Directors are required to:-

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable 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 organisation will continue in business

The Directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Directors 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.

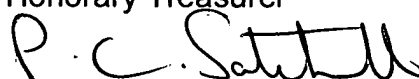
The Directors confirm that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as Directors in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

For and behalf of the Board of Directors of Age UK Berkshire

Brian Fitsall  
Chairman



Chris Satchwill  
Honorary Treasurer



## Annual review of charitable activities for Age UK Berkshire

The year under review, from April 2013 to March 2014, has been a very-challenging year for most charities. The year for Age UK Berkshire has not been an exception to those challenges, to our service delivery and most-especially to our financial situation. You can see more about those in our Audited Accounts attached, and in the apposite comments and reports from our Chair and Treasurer.

But our challenges as the leading organisation providing integrated health and wellbeing services for older people across Berkshire are insignificant compared to the many daily challenges faced by some of the older people with whom we have worked.

This report will concentrate on where Age UK Berkshire has provided a range of assistance to local older people and the effects that our support has had on their later life.

Taken as a whole, Berkshire does not have significantly higher numbers of older people than the average in England, but that is largely disguised by balancing differences in the

areas. Windsor and Maidenhead currently has **17.3% of people aged over 65**, with Slough only 9.2%. But changes are afoot: although numbers of older people in Bracknell Forest are currently below average, in the next 10 to 20 years, this District will see the

**highest increase in over-65s** in Berkshire, and will be one of the highest in England. Why? We think it's because Bracknell was a **new town 50 to 60 years ago** and is growing older with its very-stable population.

For the "oldest old" – those over 85 – Windsor and Maidenhead currently 'tops the charts' in Berkshire, but the District with the highest increase for this age group over the next 20 or so years will be Wokingham. As long as our National Health provision is maintained and especially if our **Integrated Wellbeing** services are utilised, Wokingham will remain **one of the healthiest places to live in the UK**.

We're sometimes told that Berkshire is part of the 'rich' South-East in England and as an average across all Districts the "measure of deprivation" from Census data shows 5% less than the England average of 18.1%. However, areas such as Slough are well-above

average with **22.7% deprivation**.

But what do they say? "...lies & statistics..." More-affluent areas can disguise those individuals, often older people, whose incomes are very limited, or whose costs especially for travel in rural areas are much higher. Age UK Berkshire works with *all* older people, providing assistance and support regardless of circumstances. The Thames Valley floods in 2014 hit rich and poor alike; we offered assistance where we could, working with local

agencies and communities. So, we were heartened by some more-affluent older people who **donated almost £2,000** from Winter Fuel Allowances to us to distribute to those in greater need, although not so much for our Spread the Warmth campaign (it wasn't a really cold winter) as for our **Help with Flooding Costs** campaign.

Over the past 12 months, we have increasingly provided our **12** services in a fully

<b>Information &amp; Advice</b>	<b>Befriending</b>	<b>Getting Out &amp; About</b>	<b>Financial Advocacy</b>
<b>Active Living</b>	<b>Home from Hospital</b>	<b>Dementia Support</b>	<b>Handy-person</b>
<b>Home Help Plus</b>	<b>Insurance &amp; other products</b>	<b>Easy Shop</b>	<b>Campaigning</b>

**integrated way**, joining them together for the benefit of our customers.

What that means in practice is that Handypersons can be there alongside Home from Hospital workers; important information or advice given by our volunteers and employees can lead to ongoing Befriending opportunities or specialist Dementia Support.

Our biggest challenge in providing those services is how they are paid for: we charge for some of what we do, and as a charity we keep in the forefront of our minds that many older people are on a fixed income, mostly from their pension. So we keep our charges and our running costs as low as we can, without compromising on quality: of service, of employee skills, of volunteer support. In 2013 we became an accredited **Living Wage**

**Employer**, which guarantees we pay all our employees at least **£7.65** per hour.

We retained the **ISO 9001** quality accreditation which means our organisation's processes are right for how we operate, from our Health & Safety to our keeping our leaflets up-to-date and ensuring that our customers can influence how we operate our services. In the next 12 months we will undertake the Age UK Organisational Quality Standards, which will further check our Safeguarding procedures, our Governance standards and our work with other Age UKs.

Some of the biggest changes we face have come from **reductions in grants and contracts** from the Unitary Authorities – the councils – in Berkshire. We had become far, far too reliant on council funding and have faced large reductions in that source of our income to provide charitable services. We still hold some contracts for services from all six councils but that has **reduced by over 28%** in the year.

However we must remain optimistic that the **7 Clinical Commissioning Groups**, those clusters of local GPs, will agree that Integrated Wellbeing services that promote independence for older people, **can prevent very-costly hospital admissions and stays**, and thus save money for the local NHS. Our first new CCG contract, in Windsor,



Over the past year our **Dementia Support** team supported **90** people, providing **210** hours of support per week. And we found **7** remote controls, **4** sets of false teeth 'lost' in the home, as well as **retuned 3** televisions, re-hemmed **2** skirts, sewed on **9** buttons, bought **7** pairs of new slippers, located & met one of our customers' long-lost cousins after **25** years, borrowed **36** large print romance books from the library. In addition one of our team listened as someone wanted to **recite all the swear words they knew** and by contrast accompanied another person living with dementia to a **Convent for afternoon tea**.



The **Information & Advice** service, which is the primary contact route into Age UK

Berkshire for anyone (regardless of age or location), answered **3,042** detailed enquiries, with an added significant number from outside Berkshire from those who wanted to know what we could provide or suggest for older people in the Royal County. Our favourite recent call was *"Hello, I'm telephoning you from Switzerland. My dad lives in Reading. What can you tell me about the support you have for him?"*

That 3,042 also doesn't count any referrals made to our or other organisations services – probably as many enquiries again – or our giving of simple answers to relatively simple questions (*"Where's the nearest lunch club?"* or *"Do you have a charity shop?"*).

After last year's 40% rise in total enquiries to our **Information & Advice** service, in 2013/14 total demand has slowed a little, but questions about and advice given on benefits, pensions and associated financial information has still

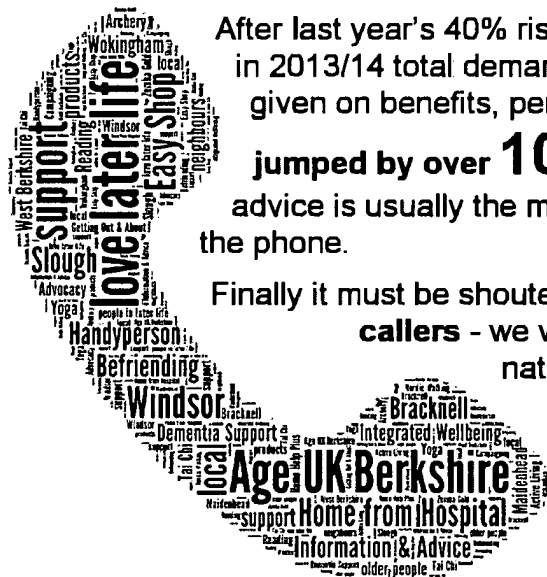
**jumped by over 10%**. And it must be noted that this benefits and pension advice is usually the most-complex service to deliver, and is mostly offered over the phone.

Finally it must be shouted loudly that our **Information & Advice is free to all callers** - we wouldn't want it any other way – and is linked to the national information and support (0800 169 6565) provided

by Age UK. But **only 1 of the 6** councils funds us to do this in their area; we willingly respond to all enquiries for all of Berkshire but have to scrimp, save and hope for donations to keep this vital service going.

Our **Handyperson** services – small, practical tasks and repairs

around the home – have been so successful, maybe too successful, as we took **96% more referrals** than our contract required and **did 84% more work** than we received funding. As a consequence, we are making a large financial loss in this service, although all our customers and referral agencies think we're great (*probably because we always say 'yes' when asked if we can do the work*). In 2014, we **introduced a £20 charge** for work outside of the essential-safety and security programme and we're finding than many older people will happily pay for quality work from our trusted, vetted and very-enthusiastic Handypersons.



Our **Active Living** programme provided activities for more than **500** people per week for most of the year – we took a few breaks during holiday times. Tai Chi, Zumba Gold, Yoga, Archery and Tennis are just some of what older people participate in, with ages from **50 to 90+** in some groups. The singing group celebrated its 1st birthday and has

made use of a total repertoire of **49** songs. Our **YouTube** feature concludes with a song from the group.

Age UK Berkshire organise walking groups in several places across Berkshire and those participating in the Nordic Walking

Groups walk a combined **3,840** miles per year. They've met hundreds of dogs, a film set, many other runners, walkers, buggies,

Segways, horses and **1** snake. We think with the other Historic, Photographic and health walks all put together that's the equivalent of older people walking the length of Berkshire over **80** times each year.

The **Easy Shop** service arranges for over **200** deliveries of grocery shopping every month, all year round. The service enables older people who don't or can't use the internet to benefit from online shopping. It also saves time and, for some, **saves money** – our service even with supermarket delivery charges added, is **cheaper than paying a Care Worker to shop in the supermarket**.

And many of the grocery delivery drivers know our Easy Shop customers by now and add extra effort to their customer service. Well done supermarkets working with Age UK Berkshire!

We almost didn't mention our unique **Financial Advocacy** service because sometimes it's hard to explain: with an older person's **full permission**, we take over all **management of their financial affairs**, receive their pension and other income, pay all their bills and ensure they have sufficient cash to hand when they need that. We provide regular financial statements and spend most of our time sorting out

where someone's finances have gone awry. **85** of our **customers** have the service paid for by their local council on their behalf, and more and more people are asking for the service for their families if they live away from Berkshire.

During this financial year, we were successful in being helped by nearly **200** **volunteers active** at any one time – numbers vary as people join and leave, some successfully finding employment, some retiring from volunteering even after retiring from

employment to start volunteering. What's made our lives easier is that **139** of those **volunteers now have email** addresses, so keeping in touch is easier and more cost-

effective. And we continue to be impressed by the **31%** of male volunteers, many running our computer and technology classes: **men are traditionally less-represented in volunteering** for health & social care organisations but not for us.



Those volunteers are vital in keeping our organisation running and in ensuring we remain an integral part of our communities, and we also employed an average of **45 paid employees** during the year. With reduced funding and other financial pressures, we have had to reduce full-time staff from **11** to **8**, but have recruited more 'frontline' people to deliver services face-to-face. As stated earlier, we pay at least the **Living Wage**, pay to train all our employees and reimburse all employees' and volunteers' approved expenses.

The organisation was governed by representatives of **9 Member organisations**, who elected **4 Directors**, who are also the Trustees of the charity. Members met once in May 2013 and again in November for the **Annual General Meeting**.

Our trading subsidiary, **Age UK Berkshire Trading Ltd.**, is wholly owned by the charity, Age UK Berkshire, who hold **1** share in the company. This allows the trading company to sell any appropriate products and to **donate all its profit** to the charity.

Age UK Berkshire worked with **6 Age Concern groups** in Berkshire, supporting those who asked for more help and keeping all of them informed about Age UK nationally, regionally and locally.

We now have **4 offices**, in Newbury, Reading, Wokingham and Slough. Reading is open Monday to Friday to all callers from 09:00 to 4:30 and Slough will increase from just opening Wednesday morning, later in 2014.

Our Chief Executive spoke at **47 radio interviews** (3 in-depth) during the year, mostly with BBC Radio Berkshire, as well as **3 TV interviews**. Several other employees have also been interviewed on Radio and with volunteers, have managed to appear in at least **17 local newspaper** articles.

In 2014 we were contacted by a Reading video producer who created our **1<sup>st</sup> YouTube** feature free of charge. He's offered to do more later in the year and we intend to set up social media channels Facebook, Twitter and LinkedIn to better publicise Age UK Berkshire. So many people say to us "**We've heard of Age UK but we don't exactly know what you do**".

This isn't everything we've done over the year, but it's a snapshot. We now describe what we offer as "**Integrated Care**" which links together all **12** of our services, both free-at-point-of-delivery and charged-for, as well as connects with other charitable, public sector and private companies who support older people, their carers and families.

As a real example of **how this integration works**, here's the brief (and true) story of a woman who called us because she said she needed "a little help with my cleaning". This self-referral through our **Information & Advice** service was passed to **Home Help Plus**, who visited, assessed her needs and matched her with one of our Personal Assistants. This was going well for several months until we received a phone call to say the woman had fallen in her garden and had unfortunately been admitted to hospital. After a reasonably-brief spell there, she was referred to our **Home from Hospital** programme who assisted her as she was discharged back to her home, helping her settle back in,



undertook safety checks and made sure she had the food and medications she needed. Once home, she said she was feeling somewhat frail and a little vulnerable, so she re-contacted the **Information & Advice** team to ask for our advice whether any further, ongoing support could be available. The workers advised her about Attendance Allowance and made a formal referral to the Pensions Service, who agreed to visit to assess her new needs. After speaking with the **Information & Advice** worker, the following day she called to enquire about **Aid-Call**, our personal alarm system; she said she'd been so worried

lying in her garden unable to summon assistance after her fall, she had decided she wanted future reassurance. Our **Trading** team explained how the system worked and its cost and told her they would liaise with the **Home from Hospital** workers to help set up the system. And then later that same week, she called again: because of her unsteadiness, she'd been unable to

close her curtain fully and had pulled down the curtain rail. This time we summoned one of our excellent **Handypersons** who quickly helped reinstall the rail. As a final bit of help, for now, we asked whether she felt she would benefit from attending one of our **Active Living** exercise classes once she was feeling more

able, or whether she would like to receive a regular volunteer **Befriender**. It was wonderful to keep receiving calls from her: we welcomed every contact, and especially as we could offer our assistance and support in keeping her in her own home, and help her to recover her wellbeing.

To keep this Annual Review short enough, we've had to miss out full details of our ongoing

**Befriending** service which provides volunteers to visit older people in their own

home as well as support via telephone; our **Getting Out & About** project, which gives short-term support for any older person who has become isolated

after changes in their life; of our rapidly-changing **Silver Surfers** sessions run in some parts of Berkshire, providing instructions in computer use and now in using social media and setting-up smart phones; of our increasing range of **Insurance**,

mobility aids, and associated products; of our **Home Help Plus** service which provides a wide range of domestic help in the home, from cleaning to laundry and

much more; of our **campaigning** work with Age UK nationally and other organisations locally.

Age UK Berkshire is a registered charity number **1146462** and a Company

Limited by Guarantee number **07928260**. Information about the organisation, including this Annual Report and Audited Accounts as well as previous years, is freely available from Age UK Berkshire and from the Charities Commission, as well as from Companies House.



Mrs F who is over 75 and widowed, lives in Reading. She first contacted the **Information & Advice team** in early November as she wished to purchase a riser/recliner chair. One of our **Information & Advice workers** advised her of a company to contact who could visit her at home, as she uses a wheelchair.

Through discussions with our **Information & Advice Worker** we established she employs a cleaner/gardener and has all the necessary adaptations and aids, including a key-safe and a personal alarm. She receives Attendance Allowance and is therefore willing to pay for help with bathing but is not sure where to find that help.

We suggested three private Homecare Agencies that offer potentially-flexible homecare and personal care. Mrs F was further offered a referral to our Befriending service, which we offer free-of-charge. She agreed that we would also send her information about a range of retirement housing options that could be more-suitable for her.

Our worker also offered to contact the Elderly Accommodation Council for a list of appropriate sheltered accommodation in her local area, for her to consider for her future move to a one-bedroomed flat.

Once again, Age UK Berkshire has provided integrated services, linking many of Mrs F's needs together and providing a wide range of information and some advice. We continue to provide this free-at-point-of-delivery as we believe all the Mrs Fs in Reading (and their equivalents across Berkshire) need ready access to our integrated solutions to continue to live independently. In doing so, we save local councils and especially the local NHS, money that then doesn't need to be spent on hospital admission.

[illegible]

## **Independent auditor's report to the members and Trustees of Age UK Berkshire (Limited by Guarantee)**

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We have audited the financial statements of Age UK Berkshire (Limited by Guarantee) for the year ended 31 March 2014 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 group and parent charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of the Board of Trustees and Auditors**

As explained more fully in the Statement of Trustees' Responsibility set out on page 8, the members of the Board of Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the Report of the Board of Trustees and 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 (APB's) Ethical Standards for Auditors.

### **Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the group and charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Board of Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Board of Trustees (incorporating the directors' report) to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2014 and of the group's incoming resources and application of resources, including the group's income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## **Independent auditor's report to the members and Trustees of Age UK Berkshire (Limited by Guarantee)**

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### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Report of the Board of Trustees (incorporating the directors' 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 proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit, or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Board of Trustees.



**MIKE MCALLISTER (Senior Statutory Auditor)  
for and on behalf of CHANTREY VELLACOTT DFK LLP  
Chartered Accountants and Statutory Auditor  
THAMES VALLEY**

**Date:** 10-12-14

# Age UK Berkshire

A Company limited by guarantee number 7928260

Registered Charity number 1146462

## Consolidated Statement of Financial Activities for the year ended 31 March 2014

(including an income and expenditure account)

	Note	Restricted Funds £	Unrestricted Funds £	2014 £ £	2013 £
<b>Incoming resources</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	8,300	12,511	20,811	84,811
Investment income		--	22,536	22,536	18,601
Activities for generating funds		26,065	44,078	70,143	145,584
<b>Income from trading activities</b>		--	141,403	141,403	--
<b>Incoming resources from the operating activities of the charity in furtherance of the charity's objects</b>					
	3	397,438	98,395	495,833	576,361
<b>Total incoming resources</b>		<b>431,803</b>	<b>318,923</b>	<b>750,726</b>	<b>825,357</b>
<b>Resources expended</b>					
<b>Charitable expenditure</b>					
Costs of activities in furtherance of the charity's objects	4	497,119	172,553	669,672	702,966
Cost of generating funds	5	25,625	119,249	144,874	105,266
Costs of trading activities		--	106,793	106,793	--
Governance	6	--	5,000	5,000	3,540
<b>Total resources expended</b>		<b>522,744</b>	<b>403,595</b>	<b>926,339</b>	<b>811,772</b>
<b>Net outgoing resources before revaluations</b>		<b>(90,941)</b>	<b>(84,672)</b>	<b>(175,613)</b>	<b>13,585</b>
Transfers		106,023	(106,023)	--	--
Actuarial loss on defined benefit pension	19	--	(25,000)	(25,000)	(71,000)
Gains on revaluation of investment assets	12	--	(1,874)	(1,874)	45,226
<b>Net movement of funds</b>		<b>15,082</b>	<b>(217,569)</b>	<b>(202,487)</b>	<b>(12,189)</b>
<b>Total funds b/fwd</b>		<b>57,899</b>	<b>529,219</b>	<b>587,118</b>	<b>599,307</b>
<b>Total fund carried forward</b>		<b>72,981</b>	<b>311,650</b>	<b>384,631</b>	<b>587,118</b>

The amounts derive from continuing activities.

All gains and losses recognised in the year are included in the Statement of Financial Activities.

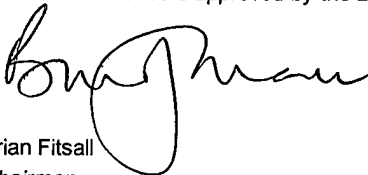
**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

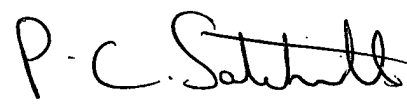
**Balance Sheet as at 31 March 2014**

	<u>Notes</u>	<b>Group</b> <b>2014</b> £	<b>Charity</b> <b>2014</b> £	<b>2013</b> £
<b>Fixed assets</b>				
Tangible fixed assets	11	7,551	6,954	6,045
Investments	12	615,474	615,475	762,810
		<u>623,025</u>	<u>622,429</u>	<u>768,855</u>
<b>Current assets</b>				
Debtors and prepayments	13	60,317	50,289	99,620
Inter Company		--	31,831	3,586
Cash at bank		391,744	370,537	431,844
Petty cash		465	465	800
		<u>452,526</u>	<u>453,122</u>	<u>535,850</u>
<b>Current liabilities</b>				
Amounts falling due within one year	14	(394,920)	(394,920)	(446,587)
<b>Net current assets</b>		<u>57,606</u>	<u>58,202</u>	<u>89,263</u>
<b>Net assets before pension liability</b>		680,631	680,631	858,118
Defined benefit pension scheme liability	19	(296,000)	(296,000)	(271,000)
		<u>384,631</u>	<u>384,631</u>	<u>587,118</u>
<b>Funds</b>				
Unrestricted funds: general funds	15	84,548	84,548	258,158
Restricted funds: general funds	16	72,981	72,981	57,899
Unrestricted funds: designated funds	15	227,102	227,102	271,061
		<u>384,631</u>	<u>384,631</u>	<u>587,118</u>

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006

These accounts were approved by the Board of Directors on 19th September 2014 and signed on its behalf by:

  
Brian Fitsall  
Chairman

  
Chris Satchwill  
Hon. Treasurer

The notes on pages 23 to 32 form part of these Financial Statements

**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

**1 Accounting policies**

**Basis of accounting**

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of investments at market value, and in accordance with the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005), applicable accounting standards and the Companies Act 2006.

**Accounting convention**

The financial statements are prepared under the historical cost convention.

A separate income and expenditure account has not been prepared as the information required by the Companies Act 2006 is given in the statement of financial activities and in the notes to the financial statements.

The company has taken advantage of the exemption in Financial Reporting Standard No.1 from the requirement to produce a cash flow statement on the grounds that it is a small company.

**Incoming resources**

Grants, donations, legacies and other income are recognised when they are receivable, subject to grants received in respect of future periods or where donors' conditions have not been fulfilled, then the income is deferred. The income from fund-raising events is shown gross, with the associated costs included in fund-raising costs.

**Resources expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure which can be directly attributed to specific activities has been included in the relevant cost categories: costs of generating funds; charitable activities; and governance costs. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of those resources.

**Pension costs**

In respect of some staff the Charity contributes to a superannuation scheme at rates set by the scheme actuary and advised by the scheme administrator.

**Tangible fixed assets**

Tangible fixed assets are recorded at cost or, where donated, at valuation at the time of acquisition. Depreciation is calculated to write off the book value of each tangible fixed asset over its expected useful economic life as follows:

Fixtures	-	straight line basis over 6 years
Furniture & equipment	-	straight line basis over 4 years
Computers	-	straight line basis over 3 years

**Operating lease transactions**

Rentals under operating leases are charged to the income and expenditure account as they fall due.

**Stock**

Sale proceeds are accounted for as and when the sales occur. Any purchased items of stock are valued at the lower of cost and net realisable value.

**Fund accounting**

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The purpose of the designated fund is set out in note 13.

Restricted funds comprise funds that must be used for a specific purpose.

**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

**1 Accounting policies (continued)**

The group accounts consolidate the accounts of Age UK Berkshire and its subsidiary undertaking on a line by line basis. The accounts are made up to 31 March 2014. No separate statement of financial activities or income and expenditure has been presented for the Charity alone as permitted by the Companies Act 2006 and the 2005 Charities SORP.

**2 Donations, legacies and similar incoming resources**

	Restricted £	Unrestricted £	2014 £	2013 £
Legacies	--	2,500	2,500	78,087
Donations	8,300	10,011	18,311	6,724
	<u>8,300</u>	<u>12,511</u>	<u>20,811</u>	<u>84,811</u>

**3 Funding for services provided**

	Restricted £	Unrestricted £	2014 £	2013 £
Grant contracts and funding provided from local authorities, charitable trusts and health authorities	<u>397,438</u>	<u>98,395</u>	<u>495,833</u>	<u>576,361</u>

**4 Cost of charitable activities**

	Restricted £	Unrestricted £	2014 £	2013 £
Befriending	39,080	--	39,080	53,302
Financial Advocacy	39,208	--	39,208	46,921
Information & Advice	82,879	--	82,879	54,638
Home from Hospital	153,345	--	153,345	115,232
Handyperson	133,037	--	133,037	136,195
Easy Shop	--	24,571	24,571	19,126
Getting Out and About	46,055	--	46,055	35,873
Active Living (inc. Fit as a Fiddle 2013)	--	--	--	59,470
Brokerage	--	--	--	21,971
Home Help Plus	--	73,030	73,030	87,343
Dementia Support	--	74,952	74,952	65,499
Other Services	2,340	--	2,340	7,396
Surviving Winter grants	1,175	--	1,175	--
	<u>497,119</u>	<u>172,553</u>	<u>669,672</u>	<u>702,967</u>

**5 Costs of generating funds**

	Investment fees £	Salary costs £	Other costs £	2014 Total £	2013 Total £
Trading activities	--	--	--	--	34,319
Investment management fees	6,912	--	--	6,912	4,442
Activities	<u>--</u>	<u>56,401</u>	<u>81,561</u>	<u>137,962</u>	<u>66,505</u>
	<u>6,912</u>	<u>56,401</u>	<u>81,561</u>	<u>144,874</u>	<u>105,266</u>

**6 Governance costs**

	Salary costs £	Other costs £	2014 Total £	2013 Total £
Audit fees	<u>--</u>	<u>5,000</u>	<u>5,000</u>	<u>3,540</u>



**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

**7 Net outgoing resources for the year**

	<b>2014</b>	<b>2013</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>

This is stated after charging:

Depreciation	3,617	2,600
Audit services	5,000	3,540

**8 Staff costs**

	<b>2014</b>	<b>2013</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Salaries	506,552	509,525
National Insurance costs	27,831	30,907
Pension costs	26,571	23,512
	<b>560,954</b>	<b>563,944</b>

*Allocated as follows*

Befriending	31,196	41,740
Financial Advocacy	27,911	35,683
Information & Advice	71,218	46,174
Home from Hospital	116,800	92,077
Handyperson	99,253	99,556
Easy Shop	14,359	12,320
Getting Out and About	28,194	18,501
Active Living (inc. Fit as a Fiddle 2013)	50,572	52,550
Trading	5,829	26,952
Brokerage	--	17,146
Home Help Plus	56,853	67,724
Dementia Support	56,947	50,365
Other services	1,822	3,156
	<b>560,954</b>	<b>563,944</b>

Average number of members of staff employed (including part time)	<b>45</b>	<b>40</b>
---	-----------	-----------

No employee earned in excess of £60,000

No Trustee received remuneration other than reimbursement for travelling costs.

**9 Taxation**

The charitable company's activities are exempt from corporation tax on its charitable activities under section 466 to 493 of the Corporation Tax Act 2010.

**10 Results of the Charity**

The charity has total incoming resources in the year of £609,323 (2013:825,357) and resources expended of £819,546 (2013: £811,772) giving net outgoing resources of £210,223 (net incoming resources 2013: £13,585).

**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

**11 Tangible fixed assets**

**a) Group**

	Computer equipment £	Office equipment £	Furniture & fixtures £	Total £
<b>Cost</b>				
Opening balance	10,366	4,454	3,154	17,974
Additions in year	3,152	1,971	--	5,123
Balance at end of year	<u>13,518</u>	<u>6,425</u>	<u>3,154</u>	<u>23,097</u>
<b>Depreciation</b>				
Opening balance	7,126	3,541	1,262	11,929
Charge for year	2,126	986	505	3,617
Balance at end of year	<u>9,252</u>	<u>4,527</u>	<u>1,767</u>	<u>15,546</u>
<b>Net book value at 31 March 2014</b>	<u>4,266</u>	<u>1,898</u>	<u>1,387</u>	<u>7,551</u>
<b>Net book value at 31 March 2013</b>	<u>3,240</u>	<u>913</u>	<u>1,892</u>	<u>6,045</u>

**b) Charity**

	Computer equipment £	Office equipment £	Furniture & fixtures £	Total £
<b>Cost</b>				
Opening balance	10,366	4,454	3,154	17,974
Additions in year	2,555	1,971	--	4,526
Balance at end of year	<u>12,921</u>	<u>6,425</u>	<u>3,154</u>	<u>22,500</u>
<b>Depreciation</b>				
Opening balance	7,126	3,541	1,262	11,929
Charge for year	2,126	986	505	3,617
Balance at end of year	<u>9,252</u>	<u>4,527</u>	<u>1,767</u>	<u>15,546</u>
<b>Net book value at 31 March 2014</b>	<u>3,669</u>	<u>1,898</u>	<u>1,387</u>	<u>6,954</u>
<b>Net book value at 31 March 2013</b>	<u>3,240</u>	<u>913</u>	<u>1,892</u>	<u>6,045</u>

**12 Fixed asset investments**

**Externally managed - Group and Charity**

	2014 £	2013 £
Market value at 01/04/2013	656,273	455,369
Additions in the year	119,219	204,326
Disposals	(167,440)	(48,648)
Realised and unrealised gains	(1,874)	45,226
Market value of investments at 31/03/2013	<u>606,178</u>	<u>656,273</u>
Historical cost of investments	<u>555,059</u>	<u>580,975</u>
Cash held by investment manager	<u>9,296</u>	<u>106,536</u>
Total value of investments at 31/03/2014	<u>615,474</u>	<u>762,809</u>
Investments at market value comprised		
UK fixed interest securities	281,912	345,273
Unit trusts	21,198	29,150
Equities	277,730	255,207
Alternative Investments	25,338	26,643
	<u>606,178</u>	<u>656,273</u>

*Investments representing more than 5% of the total*

M&G (Guernsey) Corporate Bond	32,546	54,338
CG Portfolio FD PLC REAL RETURN	33,232	55,090

**Age UK Berkshire**  
A Company Limited by Guarantee 07928260  
Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

**12 Investments (continued)**

**Others - shares in Group Undertakings**

The charitable company holds more than 20% of the share capital in the following company:

Company	Country of incorporation	Class	Share held %
Age UK Berkshire Trading Ltd	England & Wales	Ordinary	100

The aggregate amount of capital and reserves, and the results of this undertaking for the period ended 31 March 2014 were:

	Capital	Profit to reserves for the year
	£	£
Age UK Berkshire Trading Company Limited	<u>1</u>	<u>-</u>

During 2014 the trading company donated its entire profits under Gift Aid of £34,610 to Age UK Berkshire (Limited by Guarantee). The principal activity of Age UK Berkshire Trading Company Limited is to raise funds on a commercial basis for Age UK Berkshire (Limited by Guarantee), a registered charity.

The trading company started trading on 12 December 2012. The first trading period was the period to 31 March 2014. The results for the period to 31 March 2013 were not considered material to the charity, and hence this is the first period consolidated.

**13 Debtors and prepayments**

	Charity		Group
	2014	2013	2014
	£	£	£
Trade debtors	--	--	10,028
Prepayments	17,255	21,280	17,255
Other debtors	6,303	78,340	6,303
Debtors (less provision)	<u>58,562</u>	<u>--</u>	<u>26,731</u>
	<u>82,120</u>	<u>99,620</u>	<u>60,317</u>

**14 Amounts falling due within one year**

	Charity		Group
	2014	2013	2014
	£	£	£
Accrued expenses	11,028	24,837	11,028
Deferred income	69,317	51,486	69,317
Creditors	6,363	--	6,363
Other creditors	10,149	9,125	10,149
Advocacy client balances - see note 17	<u>298,063</u>	<u>361,139</u>	<u>298,063</u>
	<u>394,920</u>	<u>446,587</u>	<u>394,920</u>

**15 Unrestricted funds**

	General	Designated	Total	Total
	£	£	£	£
Opening balance	258,158	271,061	529,219	599,307
Incoming resources	289,852	29,071	318,923	326,795
Resources expended	(330,565)	(73,030)	(403,595)	(280,106)
Transfers	(106,023)	--	(106,023)	(91,003)
Gains on the revaluation of investments	(1,874)	--	(1,874)	45,226
Defined pension actuarial loss	(25,000)	--	(25,000)	(71,000)
Balance at 31 March 2014	<u>84,548</u>	<u>227,102</u>	<u>311,650</u>	<u>529,219</u>

The designated fund was set up by the trustees following the receipt of a legacy, which is being used to develop Home Care Services.

## Age UK Berkshire

A Company Limited by Guarantee 07928260

Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

### 16 Restricted funds - Group and Charity

	Balance b/fwd	Incoming resources	Outgoing resources / transfers	Net resources	Transfers from unrestricted funds	Balance carried forward
Befriending	–	32,502	39,080	(6,578)	6,578	–
Financial Advocacy	–	33,532	39,208	(5,676)	5,676	–
Information & Advice	–	24,304	82,879	(58,575)	58,575	–
Home from Hospital	–	121,293	153,345	(32,052)	32,052	–
Handyperson	47,176	120,988	133,037	35,127	–	35,127
Getting Out and About	–	42,913	46,055	(3,142)	3,142	–
Active Living (inc. Fit as a Fiddle 2013)	1,964	25,625	25,625	1,964	–	1,964
Brokerage	3,179	–	–	3,179	–	3,179
Other Services	5,048	22,346	2,340	25,054	–	25,054
Generating funds	532	–	–	532	–	532
Surviving Winter grants	–	8,300	1,175	7,125	–	7,125
	<u>57,899</u>	<u>431,803</u>	<u>522,744</u>	<u>(33,042)</u>	<u>106,023</u>	<u>72,981</u>

### 17 Analysis of Net Assets - Group

	Fixed Assets £	Net Current Assets £	Defined benefit Pension Scheme £	Total	Total
Unrestricted general fund	395,923	(311,375)	–	84,548	258,158
Unrestricted designated fund	227,102	–	–	227,102	271,061
Restricted Fund	–	72,981	–	72,981	57,899
	<u>623,025</u>	<u>57,606</u>	<u>–</u>	<u>384,631</u>	<u>587,118</u>

### 18 Operating Lease Commitments

The following operating lease payment are committed to be paid within one year:

	Land and buildings	Other operating leases
Expiring:		
Within one year	–	–
Within 1 - 2 years	3,800	–
Within 2 - 5 years	25,400	1,915
Over 5 years	–	–
	<u>–</u>	<u>–</u>

## Age UK Berkshire

A Company Limited by Guarantee 07928260

Registered Charity number 1146462

Notes to the accounts for the year ended 31 March 2014

### 19 Pensions

The Charity is a member of the Royal County of Berkshire Pension Fund. This is a multi-employer scheme of which the Charity's share of the underlying assets and liabilities can be identified.

The following figures have been taken from the Actuarial Valuation of the scheme carried out by Barnett Waddingham at 31 March 2014.

The main assumptions used by the actuary were as follows:

	31 March 2014	31 March 2013
Price increases	3.50%	3.20%
CPI increases	2.70%	2.40%
Salary increases	4.50%	4.35%
Pension increases	2.70%	2.40%
Discount rate	4.30%	3.90%

Composition of scheme assets:

	Assets at 31 March 2014 £000	Assets at 31 March 2013 £000
Equities	212	199
Gilts	5	5
Other Bonds	81	102
Property	61	49
Target Return	91	--
Commodities	45	--
Cash	10	--
Alternative Assets	--	131
Total	505	486

**Age UK Berkshire**  
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Notes to the accounts for the year ended 31 March 2014

**19 Pensions, contd.**

From 1 January 2013 the expected return on asset is replaced by a single net interest cost, which will effectively set the expected return equal to IAS19 discount rate.

		<b>Long term return 31 March 2014 %pa</b>	
Equities	<b>All Classes</b>	<b>3.00%</b>	
Gilts			
Other Bonds			
Property			
Cash			
Alternative Assets			
<b>Net pension asset at as reported by Actuary</b>		<b>31 March 2014</b>	<b>31 March 2013 (had the revised IAS19 standard £000</b>
		<b>£000</b>	
Estimated employer assets		<b>505</b>	<b>486</b>
Present value of scheme liabilities		<b>(801)</b>	<b>(757)</b>
<b>Net pension liability</b>		<b>(296)</b>	<b>(271)</b>

**The reconciliation of assets was:**

Opening fair value of scheme assets	486	407
Interest on Assets	19	19
Return on Assets less interest	(4)	26
Actuarial (losses)/gains	(7)	--
Contributions by employer	28	23
Contributions by scheme participants	13	11
Benefits paid (est)	(30)	--
	<u>505</u>	<u>486</u>

**The reconciliation of liabilities was:**

Opening defined benefit obligation	(757)	(607)
Service cost	(50)	(44)
Interest cost	(29)	(28)
Actuarial gains	--	(67)
Benefits paid	30	--
Change in Financial assumptions	32	--
Change in demographic assumptions	45	--
Experience(loss)/gain on defined benefit obligation	(59)	--
Contributions by scheme participants	(13)	(11)
	<u>(801)</u>	<u>(757)</u>

## Age UK Berkshire

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Notes to the accounts for the year ended 31 March 2014

### 19 Pensions, contd.

Analysis of amount charged to resources expended in the SOFA	31 March 2014 £000	31 March 2013 £000
Service cost	50	44
Past service cost	--	--
	<u>50</u>	<u>44</u>
Expected return on employer assets	--	
Interest on scheme liabilities	--	
Net interest on defined liability (asset)	(10)	(9)
Net return	<u>(10)</u>	<u>(9)</u>
Restatement of assets to bid value	--	--
Net revenue cost	<u><u>60</u></u>	<u><u>53</u></u>
Analysis of amounts to be recognised in gains and losses section of SOFA		
Actual return on Scheme assets	<u><u>(15)</u></u>	<u><u>(45)</u></u>

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Notes to the accounts for the year ended 31 March 2014

20 <b>Advocacy client balances</b>	<b>2014</b>	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>	<b>£</b>
The charity provides financial advocacy services to older people. During the financial year the charity:			
Opening balance	692,292		
Received on behalf of clients	109,732	802,024	692,292
Opening balance	(331,153)		
Payments made on behalf of clients	(172,809)	(503,962)	(331,153)
Clients' monies held by the charity and included in creditors		<u>298,062</u>	<u>361,139</u>
Represented by the advocacy bank account, which forms part of the Cash at bank total in the Balance Sheet		296,963	358,820
Timing differences from Charity bank account		(1,913)	--
Add bank charges		<u>3,012</u>	<u>2,319</u>
		<u>298,062</u>	<u>361,139</u>