

AGE CONCERN WOLVERHAMPTON  
(Trading as Age UK Wolverhampton)  
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT  
&  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2022

*Company Registration Number 3088739*  
Charity Number 1051232

Accountants  
Et Voila

Isis House,  
Smith Road,  
Wednesbury,  
West  
Midlands

WS10 0PB

AGE CONCERN WOLVERHAMPTON  
TRADING AS AGE UK WOLVERHAMPTON  
YEAR ENDED 31<sup>ST</sup> MARCH 2022

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## Age UK Wolverhampton Trustees and Advisers

The **Trustees** who served during the year were:

Diane Vukmirovic	Chair
Anne Bailey	Vice-Chair
Paramjit Toor	Treasurer
Sarita Sharma	Trustee
Catherine Read	Trustee (appointed 30th September 2021)
Michael King	Trustee (resigned 13th July 2021)
Mike Williams	Treasurer (resigned 8th July 2021)
Mark Guest	Chief Officer & Company Secretary

### **Location and Registered Office**

The Workspace  
All Saints Road  
Wolverhampton  
WV2 1EL

Up to 30th September 2021:  
32 Wulfrun Way  
Wulfrun Centre  
Wolverhampton  
WV1 3HG

### **Bankers**

Lloyds Bank PLC  
Queen Square  
Wolverhampton  
WV1 1TF

### **Accountant**

Et Voila  
Isis House,  
Smith Road,  
Wednesbury,  
West Midlands  
WS10 0PB

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

## **Chair's Report**

The past year has seen the pandemic continue to have a major impact on us, as we begin to emerge from the restrictions and its effects, but with an increasing sense of optimism. At the beginning of the year, we had little idea of what the future held, and whether we would be continuing to operate or even having to close. We now believe that we are in a better position than we could have imagined or hoped for back then. We have attained sufficient stability to continue to deliver our services, along with the dynamism needed to seek and identify a long term sustainable working basis. Most importantly, we have a plan that is based on agreed strategy and specific objectives.

The beginning of the year saw the departure of our previous CEO, Jackie Wellings, who very generously continued to volunteer for several weeks after her leaving date, in order to secure our essential information quality standard and to oversee the handover to our interim CEO, Mark Guest. We are sincerely grateful for this support and effort to ensure our information team enables us to deliver such excellent service to older people in Wolverhampton.

The major challenges we faced going forwards included reopening after lockdown and income generation. Our new CEO quickly presented us with an analysis of the situation, and we were able to see that the previous approach was unlikely to be sustainable in the long term within the current environment. He also highlighted that we had learnt a great deal from operating throughout the pandemic, and we had a unique opportunity to capitalise on this. There were no guarantees if we changed direction, but the outcome if we didn't was clear. Therefore, we took the very bold step to take a different approach.

This new approach has resulted in a year of significant and rapid change. As we embarked on it last summer, we knew that what we were trying to achieve would for most organisations represent a change programme of up to two years. However, needs must, and we did not have the luxury of opting for anything short of this. As a result, we have restarted and continued to deliver our services, even expanding our core service of Information and Advice and transforming its level and approach to service delivery. We have moved offices and undertaken significant reorganisation and restructuring. Throughout this it has been especially satisfying to see how our staff have stepped up, taking on new responsibilities to deliver our services more effectively and efficiently, as they have grasped the opportunity to show their potential.

As we look to the future, we cannot deny that there is still much uncertainty. However, it is far more optimistic than if we had not taken the radical actions that we have. Establishing a base of independently generated income is never going to be easy, and we have entered this knowing that not everything that we try will work. However, we are starting to see the first green shoots of success, and by focussing on scalability from the outset, we believe that AUKW has every chance to succeed.

From myself and the Board, I want to thank all the staff and volunteers who have continued to deliver services through these continuing turbulent times, and show such dedication and passion for the older people we serve. We have seen several staff changes, and I would like to thank all of those who have departed for their contribution and wish them all the best for the future.

Thank you to all our Trustees for continuing, with due diligence, to ensure we support and guide AUKW for the future. Michael King and Mike Williams stepped down from the Board this year, and I would like to thank them both for their contribution, and to welcome Kate Read who has joined us as a new trustee.

Thank you to all of the team and to Mark for changing and improving the way we now chose to meet all the challenges we have already met and I am sure will continue to do so in the next year.

**Di Vukmirovic**  
**Chair Age UK Wolverhampton**

## **Chief Officer's Report**

My first year with AUKW has undoubtedly been challenging and varied, exacerbated by the pandemic. It has also been very fulfilling. Having worked with many organisations in similar positions before, it was something that I was keen to take on and believed that I could make a difference. Despite older people's services not being a specialist areas, I knew that my knowledge of health and social care, the Midlands, voluntary organisations, social enterprise and organisational change should stand me in good stead.

From the outset, it was clear that there was a great deal of passion for AUKW from its staff, and it was running on more than just a little goodwill built upon its foundations of a rich history. It had already been through several turbulent years including its move from its longstanding home at Hupton House, but very early on I realised that change was not yet over. Decisions that had been made in the past had been right for the time, but times had changed.

It is no exaggeration to say that everyone stepped up to the plate. Staff members took on new areas of responsibility as we reorganised to maximise their expertise and resources, and the Board fully engaged in the bigger strategic questions, as they grappled with challenges of business models and environmental change. I am a great believer in emergent based strategies, reacting to evidence and the real world, and this is the path that we have taken. This gave us the flexibility to learn and adapt as we went, and although it can feel very seat of the pants (and probably is!), our way forward has gradually become clear. We have developed to address the needs of older people based on a wider view of their value and societal contribution, through to their need for support and care. This is backed up by our business model focussing on generating sufficient independent income from self-funded services to support our services.

During the year, we have continued to deliver and expand our flagship Information and Advice service. The pandemic showed us that telephone support is as effective as face-to-face support and we can help more people. Therefore, our I&A service is now telephone based, whilst we continue to review the need for face-to-face services. Our I&A and handyperson services had one of their most successful years in delivering the Warm Homes project. Our Friendship Groups have gradually reopened and it has been fantastic to see everyone being able to meet again, including our Veterans project. We continue to provide befriending and telephone support to those unable to get out. Our Individual Support project continued to help people being discharged from hospital, and through the fantastic efforts of our volunteers, provided comfort dolls for people living with dementia. We have also started exploring new activities with a social enterprise element, in order to meet need and create a foundation of sustainable income. This has included ecommerce, an activities programme and the expansion of our handyperson service.

Having decided to change our I&A service to telephone support, it was clear that there was no longer the need for shop-front based premises, and the expense that this incurs. This led to the decision to move to our new offices in the Workspace. We believe that this is a positive way forward as the World changes, not only due to the savings, but also placing ourselves within the wider community. The Workspace is an excellent community-focussed facility, providing a range of services and access, and we are excited about potential future partnership working with them. This forms part of our wider strategy to reach out and place ourselves within the community. Going forwards, we have the foundation to realise our strategy. It is not going to be easy, but our culture and behaviour is now of belief, opportunities, and not being afraid to try and fail. This gives us a realistic hope of a brighter and secure future, and we have every chance of flourishing.

Finally, I would like to thank all of our staff and volunteers for all of their continued efforts and dedication, without which nothing of what we are doing would be possible. I'd like to thank the Board who have accepted and taken on the challenge in hand, and have given me the freedom and support required to make it happen. In particular, I want to extend personal thanks to our Chair, Di Vukmorivic, without whom I could not have done this job, and has been a valued confidante and mentor from our first meeting.

**Mark Guest**  
**CEO Age UK Wolverhampton**

## **Statement of Mission and Objectives**

**Age UK Wolverhampton works to promote the well-being of all older people and help to make later life a fulfilling and enjoyable experience**

### **Our aims are to:**

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access

to quality services and products

- Reduce the negative impact of life-changing events on the lives of older people

### **To achieve these aims, we have the following objectives:**

- To provide information and advice to ensure that older people know their entitlements and are able to access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

### **Public Benefit**

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK's network in sharing best practice information and learning which in turn helps improve our services.

## Our achievements in 2021-22

### **Total Services Accessed**

- A total of 2027 people accessed our services in the year April 2021 to March 2022 an increase on the previous year of 3%
- 55% of clients were over 65, a 4% increase against the previous year. The largest age band over 65 is still age 76 To 85. We support all older people over 50.
- In the past year 18% of people accessing our services were from BAME communities, we have seen a 2% increase in BAME clients. We have been able to capture ethnic groups more accurately during the last year due to internal process changes, due to which we have had a 22% decrease in Unknown. Older people from BAME communities represent 17% of the older population. This suggests that we are still effectively reaching all of our communities.

### **Contacts**

- 11673 contacts were made with people across all projects.
- Over 4700 contacts were made by volunteers supporting both our I&A and Telephone befriending services

### **Information & Advice**

- During 2021/22 the service was accessed by 1717 people, 5072 times on 4656 matters.
- Of these 44% were between 66 - 85 years old and 7.3% were over 85. The largest single group was 66 - 75 year olds accessing services at 24%.
- The main area of enquiry is welfare benefits, which account for 43% of contacts - a further 4% increase on the previous year. We have seen a 19% decrease in Health and Care Enquiries this year but 11% increase in Age UK and Local Services.

### **Benefits**

- We helped people apply for £553,745 in benefits this year, we chased up and were notified that £385,819 of this were confirmed as being paid.

### **Telephone Support**

- 159 individuals received Telephone befriending for a total of 689 hours in 2021/22, receiving over 5090 contacts.

### **Handyperson Service**

- A handyperson service for the smaller 'non-trade' maintenance and repair jobs around the home and garden, and 'Warm Home' energy checks. This service is being expanded and has increased staffing from one to two.

### **Knit and Natter, Arts and Crafts and Friendship Groups**

- Along with support from volunteers, we run a variety of different clubs and activities that older people can attend.
- By the end of the year, we were able to restart all of our clubs following the pandemic shutdown.
- We have also started a new club making our comfort dolls which are donated free to sufferers of dementia.

### SERVICES AND CONTRACTS

The above figures were achieved through a range of services, including some as part of contracts, as follows:

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**Warm Homes**

- The Warm Homes contract is with the national Age UK organisation, and is funded by various energy companies including Eon.
- The Benefits Energy Checks component is provided by our Information and Advice Team who talk our clients through their benefit entitlements and support them to make claims
- The Home Energy Checks component is provided by our Handyperson service and advises people on how they can save energy and reduce their bills, and installs simple energy saving devices such as LED light bulbs and hot water tank insulation.

**Choosewell**

- Discharge support services to clients referred by the health service and social care, involving a dedicated worker along with our services.
- Funded by CCG through a consortium of organisations including Age UK Wolverhampton and headed up by WVSC.

**Citizens Advice Partnership**

- Information and advice to older people as part of a partnership with the local CAB as part of a larger Local Authority contract

**Camaraderie in the Community**

- Friendship clubs and social support to veterans supported by the Armed Forces Covenant Fund.

**Volunteer Support**

- This year we almost doubled the number of volunteers utilised from 12 to 21, with numbers continuing to increase month on month. Our volunteer led services are now fully back and running. Volunteers completed over 4500 hours of support over a range of services and activities.
- The majority of volunteers' time supported "addressing loneliness"
- 54% have volunteered for between 2 and 5 years 31% between 6 and 10 years
- 76% of our volunteers are within the 56-85 age bracket
- 33% of volunteers were male with 67% female
- The value of this support represented almost £73,000 P/A
- Individual volunteers often support more than one service
- The age of volunteers ranged between 26 and 78 years
- 29% of our volunteers were from Black, Asian and Minority Ethnic communities

## **Planning for the future**

We have settled into our new premises along with new ways of working, the most significant being a telephone based Information and Advice service. We are consolidating changes to our operations including structural, systems and functions. We have committed to a strategy of shifting our income to being primarily based on a range of independent income streams using a social enterprise model. To enable this, we are investing reserves into development. We will continue to test income streams, and scale those with potential based on evidence. We will continue to renew current funding and contract income wherever it is expedient to do so. We will consider new opportunities that are sustainable and can enhance our work, without causing disruption to our core operating model, now or in the future. Our Board is meeting quarterly and has adapted its meetings to a standardised agenda integrated with our current plans. There has been some refresh of Board membership, but we recognise that numbers are still on the low side and we will continue to look for new members.

### **Consideration of the charity as a going concern**

Since 2017 the Board has been making difficult decisions about what is both affordable and achievable for our organisation against a backdrop of funding uncertainties. The Board has previously confirmed that the release of the Charity's capital asset was the most appropriate route to enabling charitable services to continue for the older people of Wolverhampton and this approach was further endorsed after professional advice in relation to our premises. The sale of our premises means that we have considerable cash reserves and (even after setting aside £100,000 in a strategic reserve for 2021-22) means that the organisation can continue as a going concern for a minimum period of 18 months from the endorsed report and accounts.

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### **Risk Management Policy**

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. These were reviewed again at a Board planning day and throughout the calendar of Board meetings. We are in the position of having significant reserves enabling us to mitigate against most risks. We have a ring fenced reserve sum to enable orderly closedown should the situation arise.

### **Our Funding**

With overall reductions in Local Authority funding and increasing competition for other funds over a number of years the Charity has continued to try to diversify its income streams. Unrestricted funding which enables us to meet our overhead costs to deliver our services and to continue to operate remains a challenging pursuit - with many funding streams not willing to contribute to overheads. Our strategic emphasis is now on developing independent income via services and activities provided for self-funders, with any surplus used to subsidised services that cannot attract their own funding.

As an Age UK Brand Partner, we also received valuable support from Age UK - our national partner including grant funding of £10,000 to support our core costs as well as being able to bid into other programmes for support such as Warm Homes Energy checks Benefit sessions and other service based resource opportunities

## **Financial review 2021/2**

The overall (summary) position at the year-end showed a net deficit of £45 608.

The level of reserves at the year- end was £434 234.

The reserves policy is £100 000, which meets the Charity Commission of having at least three months routine running costs in reserve.

The current policy states that free reserves should not fall below the equivalent of 3 months normal operational expenditure.

The Trustees maintain a clear policy on reserves, with designated available reserves supporting new (or existing) service delivery rather than cash accumulation at the bank (after due provision for all appropriate legal and commercial necessities).

## **Governance structure**

### **Governing Document**

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association.

In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

### **Recruitment and Appointment of Trustees**

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level of skills, in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

### **Strategic Direction**

The strategic direction of Age UK Wolverhampton is set by the Board.

In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

### **Organisation Structure**

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members.

The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2021-22 was 10 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

### **Small company provision**

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

## Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Age UK (Warm Homes & Big Knit)  
Armed Forces Covenant Fund  
Citizen Advice Bureau  
Coppice Performing Arts Boys Group  
Eric Bennett Memorial  
Independent Age

Institute of Cemetery & Crematoria Management  
St. Leonard's Church Knitting Group  
St. Thomas' Church  
Wolverhampton CCG via Wolverhampton Voluntary  
Sector Council  
Wolverhampton City Council (Safer Streets)

Thank you too, to all of those who gave anonymous donations and to the numerous individuals  
who donated to our organisation

**Financial Statements**  
**AGE CONCERN WOLVERHAMPTON**  
**TRADING AS AGE UK WOLVERHAMPTON**  
**Independent Examiners Report**

**For the Year Ended 31st March 2022**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which is set out on pages 11 to 19.

**Responsibilities and basis of report**

As the charity trustees of the company (who are treated as directors for the purposes of the 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 under Part 16 of the 2006 Act and are eligible for independent examination , I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011. 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 Statement**

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants 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 that in any material respect :

(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 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 ( FRS102).

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.

Signed



Date 12/04/2022

Sally Jane Wainwright ACMA  
Isis House, Smith Road, Wednesbury,  
West Midlands  
WS10 0PB

**AGE CONCERN WOLVERHAMPTON  
TRADING AS AGE UK WOLVERHAMPTON  
COMPANY NO: 03088739  
CHARITY NO: 1051232**

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

**FOR YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted		Total	Unrestricted		Total
		Funds	Restricted	Funds	Funds	Restricted	Funds
		£	£	2022	£	£	2021
<b><u>Incoming resources</u></b>							
Income from Charitable Services	2	42,997	101,045	<b>144,042</b>	85,171	128,128	<b>213,299</b>
Legacies and Donations		62,923		<b>62,923</b>	49,523		<b>49,523</b>
<i>Activities for generating funds</i>							
Operations		10,080		<b>10,080</b>			
Investment income	4	2,415	-	<b>2,415</b>	2,174	-	<b>2,174</b>
			-			-	
<i>Incoming resources from</i>							
<b>Total Income and endowments</b>		<b>118,415</b>	<b>101,045</b>	<b>219,460</b>	<b>136,868</b>	<b>128,128</b>	<b>264,996</b>
<b>Expenditure</b>							
<i>Cost of generating funds</i>							
Fund raising costs	5	1,002	17	<b>1,019</b>	858	0	<b>858</b>
Sub total cost of generating funds		<b>1,002</b>	<b>17</b>	<b>1,019</b>	<b>858</b>	<b>0</b>	<b>858</b>
<i>Charitable activities</i>							
Cost of charitable activities	5	150,669	101,028	<b>251,697</b>	99,776	131,704	<b>231,480</b>
Governance costs	5	10,852		<b>10,852</b>	10,342		<b>10,342</b>
Exceptional Item	5	1,500		<b>1,500</b>	5,497		<b>5,497</b>
<b>Total Expenditure</b>		<b>164,023</b>	<b>101,045</b>	<b>265,068</b>	<b>116,473</b>	<b>131,704</b>	<b>248,177</b>
<b>Net income / (expenditure)</b>		<b>(45,608)</b>	<b>0</b>	<b>(45,608)</b>	<b>20,395</b>	<b>(3,576)</b>	<b>16,819</b>

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**STATEMENT OF FINANCIAL ACTIVITIES  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

**FOR YEAR ENDED 31 MARCH 2022**

Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
<b>Reconciliation of Funds</b>						
Fund balances at 1 April 2021	479,842	0	<b>479,842</b>	478,791	(15,768)	<b>463,023</b>
<b>Transfer between funds</b>				(19,344)	19,344	
<b>Fund Balances at 31 March 2022</b>	<b>434,234</b>	<b>0</b>	<b>434,234</b>	479,842	0	<b>479,842</b>

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities  
The Company is exempt from audit under CA 2006, s.477 (small companies)  
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s 476 and  
The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 28th July 2022 and are signed on their behalf by:



**Di Vukmirovic**

**Chair**

**AGE CONCERN WOLVERHAMPTON  
TRADING AS AGE UK WOLVERHAMPTON  
COMPANY NO: 03088739  
CHARITY NO: 1051232**

**BALANCE SHEET  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

**Consolidated and Charity Balance Sheets  
Year Ended 31st March 2022**

		<b>Charity</b>	
	<b>Note</b>	<b><u>2022</u></b>	<b><u>2021</u></b>
		<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Tangible assets	9	594	175
		594	175
<b>Current assets</b>			
Debtors	10	1,178	1,053
Cash at bank and in hand		451,614	505,580
		452,792	506,633
<b>Creditors – amounts falling due within one year</b>	11	(19,152)	(26,966)
<b>Net current assets</b>		433,640	479,667
<b>Total assets less current liabilities</b>		434,234	479,842
<b>Unrestricted funds</b>			
General	12	434,234	479,842
		<b>434,234</b>	<b>479,842</b>

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**Di Vukmirovic  
Chair**

**AGE CONCERN WOLVERHAMPTON**  
**TRADING AS AGE UK WOLVERHAMPTON**  
**COMPANY NO: 03088739**  
**CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS**  
**AS AT 31 MARCH 2022**

## Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

## Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees

continue to adopt the going concern basis of accounting in preparing the financial statements.

## Funds

Funds held by the charity are either:

- Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

## Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- The donor specifies that the grant or donation must be used in future accounting periods, or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

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

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

## Interest receivable

Interest is included when receivable by the charity.

## Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

## Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

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### **Pension costs**

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

### **Redundancy costs**

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

### **Governance costs**

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

### **Operating leases**

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

### **Tangible fixed assets**

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

### **Debtors and creditors receivable / payable within one year**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

### **Cash at bank and in hand**

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

### **Provisions**

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

### **Tax**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### **Legal status**

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2019), each of whom agrees to contribute £1 in the event of the charity winding up.

### **Judgements and key sources of estimation uncertainty**

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

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**2 Income from charitable services**

Grants and service level agreement receivable	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>
	£	£	£	£	£	£
Private Sector Grants/ Age UK	37,422	101,045	<b>138,467</b>	40,533	128,128	168,661
Other Public Sector Service Contracts	624		<b>624</b>	43,168		43,168
Handyman	4,951		<b>4,951</b>	1,470		1,470
	<b>42,997</b>	<b>101,045</b>	<b>144,042</b>	<b>85,171</b>	<b>128,128</b>	<b>213,299</b>

**3 Operations**

Operations revenue consists of contributions towards operating costs from users of premises and services

**4 Investment Income**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total 2022</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total 2021</b>
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	2,415		<b>2,415</b>	2,174		<b>2,174</b>
	<b>2,415</b>	<b>0</b>	<b>2,415</b>	<b>2,174</b>	<b>0</b>	<b>2,174</b>

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**5 Analysis of expenditure on charitable activities**

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2022 Total £
	Unrestricted £	Restricted £	Unrestricted £	Restricted £	
Direct Charitable expenditure	113,898	91,225	36,771	9,803	251,697
Commercial trading operations					
Cost of generating funds	1,002		17		1,019
Governance	10,852				10,852
Exceptional Items			1,500		1,500
Total resources expended	<u>125,752</u>	<u>91,225</u>	<u>38,288</u>	<u>9,803</u>	<u>265,068</u>

Exceptional items were :

Removal Expenses	<u>1,500</u>
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	Staff costs		Other Costs		2021
	Unrestricted £	Restricted £	Unrestricted £	Restricted £	Total £
Direct Charitable expenditure	33,049	127,497	66,727	4,207	231,480
Commercial trading operations					
Cost of generating funds	858				858
Governance	10,342				10,342
Exceptional Items	5,497				5,497
Total resources expended	<u>49,746</u>	<u>127,497</u>	<u>66,727</u>	<u>4,207</u>	<u>248,177</u>

Exceptional items were :

Redundancy Payments	5,497
	<u>5,497</u>

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**6 Other costs**

	<u>2022</u> <u>Unrestricted</u> £	<u>2022</u> <u>Restricted</u> £	<u>2022</u> <u>Total</u> £	<u>2021</u> <u>Unrestricted</u> £	<u>2021</u> <u>Restricted</u> £	<u>2021</u> <u>Total</u> £
<b>Premises costs :</b>						
Accommodation (Rent/Utilities/Cleaning)	11,664	3,000	14,664	24,707		24,707
<b>Communications costs :</b>						
Telephone & internet	2,094	600	2,694	5,980		5,980
Printing, postage & stationery	4,735	400	5,135	3,947		3,947
	<u>6,829</u>	<u>1,000</u>	<u>7,829</u>	<u>9,927</u>	<u>0</u>	<u>9,927</u>
<b>General office costs :</b>						
Staff & volunteers travel	306		306	2,127		2,127
Staff & volunteers expenses (driver apparel & uniforms)	420		420			
Professional fees & subscriptions	3,508		3,508	4,207	4,207	8,414
Insurance	2,095		2,095	1,195		1,195
Repairs, maintenance & support contracts	230		230	1,241		1,241
Publications, advertising & recruitment			0	1,896		1,896
Training costs			0	637		637
General office & miscellaneous expenses	248		248	7,372		7,372
Vehicle costs	1,464		1,464			0
Equipment	921		921	14,115		14,115
Depreciation	161		161	161		161
Bad Debts						
	<u>9,353</u>	<u>0</u>	<u>9,353</u>	<u>32,951</u>	<u>4,207</u>	<u>37,158</u>

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<b>Total costs</b>	27,846	4,000	31,846	67,585	4,207	<b>71,792</b>
Charitable Activities	26,827	4,000	30,827	66,727	4,207	70,934
Fundraising Costs	1,019		1,019	858		858
Governance	10,852		10,852	5,497		5,497
	38,698	4,000	42,698	73,082	4,207	<b>77,289</b>

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**7 Analysis of staff costs**

	<u>2022</u>	<u>2021</u>
	<u>Total</u>	<u>Total</u>
	£	£
Salaries & wages	190,464	<b>156,544</b>
Social security costs	11,238	<b>4,343</b>
Pension Costs - Stakeholder Pension	15,275	<b>10,859</b>
Redundancy		<b>5,497</b>
	<u>216,977</u>	<u><b>177,243</b></u>

No employees had benefits in excess of £60,000 (2020 - no employees had employee benefits

The average number of staff employed by the group during the financial year amounted to :

10                      10

No trustees received any remuneration

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**8 Movement in total funds for the year**

<b>Operating deficit is stated after charging :</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Staff Pension Contributions	<b>15,275</b>	10,858
Depreciation	<b>161</b>	161
Accountancy Fees	<b>720</b>	720
	<b><u>16,156</u></b>	<u>11,739</u>

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**9 Tangible fixed assets**

	<b>Motor Vehicles &amp; equipment</b>	<b>Total</b>
	£	£
<b>Cost</b>		
At 1 April 2021	65,937	65,937
Additions	580	580
Disposals		0
At 31 March 2022	66,517	66,517
<b>Depreciation</b>		
At 1 April 2021	65,762	65,762
Charge for year	161	161
Disposals		
At 31 March 2022	65,923	65,923
<b>As at 31 March 2021</b>	594	594
<b>At 31 March 2022</b>	594	594

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**10 Debtors**

	Charity 2022 £	Charity 2021 £
Trade debtors		
Prepayments	1,178	1,053
	1,178	1,053

**11 Creditors - amounts falling due  
within one year**

	Charity	
	2022 £	2021 £
Trade creditors	1,624	4,306
Other creditors	1,241	1,073
Taxation & Social Security	4,412	
Accruals & deferred income (*)	11,875	21,587
	19,152	26,966

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**12 Reserves**

**Fund movements:-**

	<b><u>2022</u></b> £	<b><u>2021</u></b>
General fund :		
Balance 01 April 2021:	479,842	463,023
Movement in fund for the year	(45,608)	16,819
Balance at 31 March 2022:	<u>434,234</u>	<u>479,842</u>

### 13 Restricted Funds

	Balance b/f	Movement in Resources			Balance	Movement in Resources			Balance
	01.04.2020	Incoming	Outgoing	Transfers	31.03.2021	Incoming	Outgoing	Transfers	31.03.2022
	£	£	£	£	£	£	£	£	£
Age UK Initiatives	-1,022	45,595	-44,600	27	0				0
Citizens Advice	0	16,000	-16,801	801	0	8,000	-8,000		0
Choosewell	0	40,256	-41,300	1,044	0	30,795	-31,000		-205
Safer Streets					0	9,750	-9,780		-30
Henry Smith	0	20,000	-22,471	2,471	0				0
Joining Forces	-85		-252	337	0	52,500	-52,265		235
Eveson Trust	0			0	0				0
Cadbury Trust	0			0	0				0
S/5344 T&GWU Benevolent									0
Big Lottery		6,277	-6,280	3	0				0
	<b>-1,107</b>	<b>128,128</b>	<b>-131,704</b>	<b>4,683</b>	<b>0</b>	<b>101,045</b>	<b>-101,045</b>	<b>0</b>	<b>0</b>

\*AGE UK Initiatives - (See also 'Joining Forces' below\*)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

\*Choosewell- is a Wolverhampton CCG funded initiative providing individual support to people following discharge from hospital plus advice and guidance as part of an A&E Resilience voluntary sector partnership with New Cross Hospital in partnership with Wolverhampton Voluntary Sector Council, Aspring Futures and the eFugee &

\*The Henry Smith Charity - supported our volunteering programmes "reducing isolation and loneliness activities"

\*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

Eveson Trust - £5,000 was received from the Eveson Charitable Trust in support of our Information and Advice Service. The approval runs from October to October

Big Lottery provided funding from their awards for all programme to support our active connections project supporting older people to reduce isolation and loneliness

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**14 Pensions**

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end no contributions were owing to the pension companies. The pension charge of £15,275 (£10,858 2020) was made in respect of contributions made by the company to funds within the year.

**15 Financial commitments**

As at 31 March 2022 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2022	2021	2022	2021
	£	£	£	£
Within 1 year	0	0	0	0
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

#### **16 Analysis of Charity net assets between funds**

	<b>Unrestricted Funds £</b>	<b>Restricted Fund £</b>	<b>2022 Total £</b>	<b>Unrestricted Funds £</b>	<b>Restricted Fund £</b>	<b>2021 Total £</b>
<b>Tangible</b>	594		<b>594</b>	175		<b>175</b>
<b>Cash at bank</b>	451,614		<b>451,614</b>	505,580		<b>505,580</b>
<b>Other net</b>	(17,974)		<b>(17,974)</b>	<b>(25,913)</b>		<b>(25,913)</b>
	<hr/>			<hr/>		
	434,234	0	<b>434,234</b>	479,842	0	<b>479,842</b>

#### **17 Taxation**

The company is a registered charity and no provision is considered necessary for taxation

#### **18 Related Party Transactions**

There were no transactions with related parties during the year and no balances outstanding with any related parties

#### **19 Events after the balance sheet date**

The trustees are monitoring the ever changing situation due to covid. The trustees are confident they have enough funds to get through this period