

Annual Report 2018-2019

*“To know how to grow old is the master work
of wisdom, and one of the most difficult
chapters in the great art of living”.*

Henri-Frédéric Amiel



The year in brief

During the year April 2018 to March 2019 referrals into our services grew both in number and complexity. This year we experienced a 29.3% increase in our Compass casework, a significant part of this increase was the continued growth of referrals into the Barrow Gateway office. Alongside this the Community Action Team also had a very busy and rewarding year, not only supporting and expanding our social engagement offer in South Lakeland but opening up several new social engagement opportunities in the Barrow and District area.

In August of the year we were informed that Public Health, Cumbria County Council was not going to continue to fund the Compass in Cumbria project past the end of the second year due to significant cuts to County Council Funding. This meant that in order to ensure the charity could survive and continue to deliver the services and social engagement opportunities for our clients a re-structure of the organisation was required. The re-structuring process was implemented during the second half of the year, great care was taken to minimise the impact on our ability to continue to deliver valued services and social engagement opportunities.

Inevitably the restructuring meant that we needed to make some redundancies, in total once the re-structuring process was completed we had lost nine full time members of staff. We also had to make some difficult decisions regarding the Kendal Gateway Centre, whilst this had been an excellent resource over the past five years, the drain on our financial resources could no longer be sustained and consequently the Kendal Gateway was closed at the end of the year.

Our service delivery in the Barrow and District area was largely funded by the Compass in Cumbria project. In order that those much needed services could continue to be delivered, we proposed the opening of two retail outlets in the Barrow and District area to generate enough income to maintain those services. Sadly, by the end of the financial year we had not received the necessary agreements from Age UK Barrow and District to enable us to proceed with the plan. The withdrawal of services from the Barrow and District area was therefore looking highly likely by the end of the financial year.

The result of our re-structuring has resulted in a slimmed down management team and the merging of two key departments under one supervisor and services manager. The work significantly reduced our operating costs whilst keeping the impact on service and social engagement to a minimum. Inevitably there will be an impact from all these cuts with some of the local influencing and partnership development work becoming more difficult to fully engage with.



It is a testament to the Age UK South Lakeland team's commitment that throughout this very difficult period, all the management team and staff fully participated with the process and ensured that all our activities and services continued to be delivered to the normal Age UK South Lakeland high standards. I would like to say a heartfelt thank you to all the staff and volunteers, both current and those who are sadly no longer with the charity. In December our Chief Officer Penny Pullinger decided to move to Norwich to be closer to her family, whilst Penny had always planned to do this, she brought forward her plans in order to support the charity's need to cut costs. Penny had been with the charity for ten years in various roles, starting as the Village Agent Manager then Services Manager, culminating with her taking on the role of Chief Executive Officer three years ago, Penny enjoyed the support and respect of all the team and she will be sadly missed.

Hugh Tomlinson
Chief Executive Officer

Our Organisation

Age UK South Lakeland is an independent registered charity no 1141415

Formerly known as Age Concern South Lakeland, the Charity was established in 1978 and was registered as a company limited by guarantee, No 07540805, from 1 April 2011. All assets and liabilities were transferred to the new charity starting on 1 April 2011.

Age UK South Lakeland is a brand partner with Age UK and a member of the Age England Association of Age UK brand partners.

Registered office:

Age UK South Lakeland, 17 Finkle Street, Kendal, Cumbria LA9 4AB

Enquiries: 01539 728118 or admin@ageuksouthlakeland.org.uk

Chief Executive Officer:

Hugh Tomlinson

Purpose

Age UK South Lakeland exists to improve the lives of older people in South Lakeland.

Our ambition is that in South Lakeland everyone in later life:

- Has a decent income.
- Can feel well and enjoy life as much as possible.
- Can access high quality health and care services.
- Feels comfortable, safe and secure at home.
- Feels valued by their local community with opportunities to join, volunteer, learn or work.
- As a citizen with rights, has their voice heard and can influence decisions that affect them.

Our strategy as we work toward this ambition over the next three years is to work with older people and for older people in order to:

- Provide information, advice and assistance, helping people to access benefits and exercise choice to make best use of their resources and improve their experience of daily life.
- Help build stronger communities that increase people's social contact and wellbeing.
- Support the development of more responsive health and welfare services that offer people holistic and timely services reflecting their needs and circumstances.
- Help the voices of older people to be heard.
- Generate independent income streams that enable us to invest in activity which is not a current public sector priority.

Our ambitions cannot be achieved by our actions alone within South Lakeland. We will continue to work with and through Age UK nationally, with whom we are Brand Partners and have a shared overall strategy. We will also work with the other Age UK groups and any other partners across Cumbria who share our ambition. As we develop our annual business plan which sets out the actions to deliver strategy, we will:

- Gather and use evidence
- Involve older people
- Respond to the particular challenges of dispersed and rural communities in South Lakeland.
- Develop partnerships and the means for strong collaboration within the third sector and with statutory organisations.
- Seek to ensure that our input contributes to lasting improvements for individuals and their communities.

We have adopted a set of values which should be evident to older people, our staff, volunteers and partners in all aspects of our work. They are to:



- Be respectful
- Be inclusive
- Be positive
- Be realistic
- Be empowering
- Make a difference in people's lives

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the Organisations Aims and Objectives and in planning future activities.

People

By the end of the year the Charity was supported by **159** individual members and **22** groups and organisations.

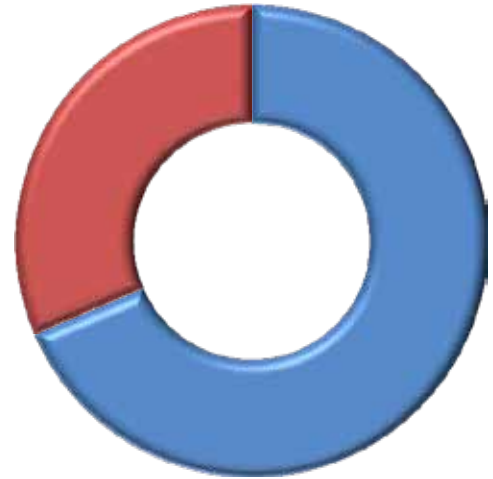
Staff and Volunteers

By the end of the financial year, the charity had reshaped itself to enable the proposal of a sustainable budget for the Trustees to consider and approve for the following year. By this time it was becoming clear that the continued delivery of services in the Barrow and District area was increasingly unlikely, therefore plans were formulated for an orderly withdrawal from the district. The figures and structure also include the loss of staff from the Barrow and District office.

The value to the charity of the Volunteer contribution cannot be overstated. Our Social Engagement work and Retailing operations would quickly grind to a halt without that contribution. Using the national £10 per hour minimum living wage, our volunteers donate **£400,500** worth of their time to the charity.

Paid Staff and Volunteer hours at the end of the financial year

Paid Staff - 87,386 hours pa
Volunteer - 40,050 hours pa



Staffing distribution

At the end of the financial year, the charity employed 38 Full time staff and 19 Part time staff.

NB. The reduction in staffing due to the closure of the Barrow and District office has also been included in this calculation - 4 Full time staff.

This means that the charity employs **48 Full time equivalents.**

Gender Pay Comparisons

The charity employs 24 male and 32 female employees.

The average salary for a male employee is £19,607.50.

The average salary for a female employee is £19,564.50 - a difference of £43.00 or **0.22%**.

Distribution of staffing at the end of the financial year

Retail - 23 FT - 11 PT
Client services - 8 FT - 5 PT
Shared services - 7 FT - 3 PT



Senior Managers

Hugh Tomlinson
Chief Executive Officer

Pam Lewis
Deputy Chief Executive Officer

Management Team

John O'Brien
Head of Retail

Phil Whiteley
Partner Relations Manager

Julia Sunderland
Finance Officer

Organisational Departments

Shared Services

Shared Services provides the organisation with all the key operational services we require in order to ensure that the charity runs as efficiently and as cost effectively as possible. It is also responsible for sharing our activities through Social Media.

Those key services are:

- Financial oversight, management, monitoring and controls.
- HR management and support.
- Administrative services.
- Communications internal and external.
- Management and Board support services.

Staffing

Full time staff	7
Part time staff	3
Total of paid hours	15,886
Number of Volunteers	2
Volunteer Hours	520

Client Services

The Client and Social Engagement (CASE) department provides holistic, confidential, independent advice and support using the Compass methodology. The CASE department also provides a wide range of Social Engagement opportunities.

Those key services include:

- Easy to access first contact – Helpline
- Information and advice.
- Holistic assessments and Compass casework.
- Access to third sector services – eHub, MARS
- Social Engagement opportunities.
- Volunteer recruitment, training and support.

Staffing

Full time staff	8
Part time staff	5
Total of paid hours	19,656
Number of Volunteers	176
Volunteer Hours	17,108

Retail

The retail department generates unrestricted income for the charity, by operating traditional high street shops, superstores, a warehouse and online sales. All outlets sell new and donated goods, and we maximise our Gift Aid contributions.

Retail does this by:

- Operating 4 traditional high street shops.
- Operating 3 Superstore's and a warehouse.
- Selling goods online via third party sales sites.
- Providing management oversight ensuring good practise across the retail estate.

Staffing

Full time staff	23
Part time staff	11
Total of paid hours	51,884
Number of Volunteers	82
Volunteer Hours	22,420

Grant and Trust income for the year 1st of April 2018 to 31st of March 2019

Agnes Backhouse Charitable Trust	£1,000
Age UK Retainer	£15,000
Age UK Warm & Well Grant	£18,250
Age UK Support Services NW	£800
Age UK Ambitions for later life	£19,250
E ON Handyperson home energy	£9,000
E ON Warm Homes plus	£5,788
E ON Benefits take up	£9,920
CCC Operation of Compass in Cumbria Online	£32,754
CCC Place Based Prevention Programme (CiC)	£232,500
Eric Wright Grant	£10,000
One Digital Project	£35,600
National Westminster Financial Inclusion	£17,451
Big Lottery Reaching Communities	£98,548
Digital Leadership Fund	£28,324
Morrisons Foundation Grant	£11,928
Sobell Foundation	£6,000
BWB Stephen Lloyd Award	£2,000
Gateway Group for Exercise classes	£500
Rayne Foundation Grant	£5,000
Total income for the year	£559,613

Grants for re-distribution

Agnes Backhouse Charitable Trust	£15,000
CCF Winter Warmth	£43,200

Social Engagement Opportunities

The impact of loneliness or being isolated on older people cannot be overestimated. Living in a beautiful area like South Lakeland has many benefits, however as we get older any number of things can happen that can totally change our lives. Our families may move away for work, our close group of friends diminishes; our ability to get out and about can become more difficult due to ill health. For any number of reasons, getting older often brings with it a significant lifestyle change.

How we cope with the changes getting older brings can have a major impact on our health and wellbeing. Often the changes can sneak up on us and before we know it we are hardly going out, have lost contact with most of our friends and have very little contact with family. If this goes unchecked, our health and wellbeing deteriorates and it isn't long before this deterioration drifts inexorably towards a crisis.

Here at Age UK South Lakeland we work very hard to ensure there is a wide range of social engagement opportunities available for older people in the district. Our data clearly shows that linking a client to a social group can have as much if not more effect than many of the direct and practical interventions our client services team deliver. Loneliness and isolation can have a significantly detrimental effect on an older person's life. Age UK South Lakeland is actively engaged in providing solutions to combat loneliness and isolation, see the engagement opportunities below.



**MEN-IN-SHEDS
(and LADIES!)**

Our very successful Men-in-Sheds currently have 68 members with 60 Shedders attending at least once a month and we are delighted to have gained 8 new members during 2018 – 19.

There are a variety of items made at the “Shed”, such as toys, trikes for children, bird houses and bird tables. Shedders, their carers/partners/wives have all benefited from stimulating activities; the well documented benefits to men's health and wellbeing promoted by the fellowship and physical activity in a workshop environment have been amply demonstrated.

This year the Shed was promoted at the Westmorland County Show and Heron Corn Mill Open Day. The Shedders have been very involved in many wide ranging activities during the year:

- 15 Shedders attended two bread making courses - also held at Heron Corn Mill.
- There have been 3 sessions of inter-generational workshop activities at Grayrigg School.
- Shedders facilitated completion of DIY badges at Sedgwick Cubs.
- Two Shedders work on RSPB projects at Leighton Moss.
- Twenty four Swift nesting boxes produced for Kendal Swift Group.
- Surplus, unsellable and unsuitable tools directed to TWAM (Tools with a Mission) for projects in Africa.
- Public safety barriers constructed to Farfield Mill designs.
- 30 Bird Box kits produced for Yorkshire Dales Millennium Trust.
- 30 Bird Boxes produced for Friends on Nobles Rest environment project.
- Segway ramps and Crazy Golf equipment constructed for Leisure Centre.
- We are starting to work with Bendrigg Trust on maintenance projects.
- Recent commissions have included: music stands for Kendal big band and theatrical scenery.

And of course the Ladies now take over the shed occasionally on a Thursday morning for our very popular but oversubscribed 'Ladies in the Shed' courses. They have learned how to handle tools safely, make planters, bird boxes, coat hooks and wellie holders and even refurbished some furniture with some very impressive results!

Our Men's Walking Football teams, each attracting some 15-20 players, meet weekly to enjoy a training session and game - and to re-live their youth! These teams are based in Cartmel at the Priory School, at Milnthorpe at the Dallam School 3G pitch and Kendal and Ulverston Leisure Centres. These groups are run in partnership with the Westmorland Football Association and the GLL Leisure Group. The men enjoy the camaraderie and have even played some matches against each other as well as other walking football teams.

WALKING FOOTBALL



Walking Football is football without running and more closely resembles the five-a-side than 11-a-side game. It was invented to inspire men over 50 to get more exercise and counter social isolation; consequently thousands of older men throughout the country are rediscovering the joys of football by playing it at a more leisurely pace. There are some basic rules to the game, but essentially it is about having fun. As the name suggests, Walking Football is non-contact and anyone that sprints, runs or jogs while the ball is in play will be penalized with a free-kick awarded to the opposing team.

Our 'Auld Greys' a mixed Walking Rugby Group of 30 members meet every Wednesday at Kendal Rugby Club between 2pm and 3pm and as the name suggests, running is forbidden as is passing the ball higher than shoulder height. There are also no high tackles, or indeed any tackles and, crucially, no scrums, rucks or mauls. Instead players are allowed to hold onto the ball for no more than three seconds before passing, keeping the pace moving and giving the other team an opportunity to intercept. Walking Rugby is for anyone aged 50 and over and sessions are adapted to cater for all backgrounds and experiences of Rugby; veterans of the game are welcome as are newcomers. This is a very sociable group and they always end the session with tea or coffee in the lounge bar afterwards and often meet socially.

WALKING RUGBY



WALKING NETBALL



Walking Netball is a slower version of the game; it is netball, but at a walking pace. The game has been designed so that anyone can play it regardless of age or fitness level. From those who have dropped out of the sport they love due to serious injury, to those who believed they had hung up their netball trainers many years ago, it really is for everyone.

People all over the country have started to play the game of Walking Netball for the fun, laughter and camaraderie the social session brings, as much as the health benefits on offer. It can give those who feel isolated an outlet, provide an activity for those who don't deem themselves fit enough to run anymore and offer a stepping stone for those looking for a pathway back into netball. We run groups in Kendal and Ulverston on Tuesday afternoons in partnership with GLL and helped set up the group in Kirkby Lonsdale in partnership with Lunesdale Sports Centre. The groups have even taken part in walking netball tournaments with the Ulverston group winning the trophy!



GENTLE EXERCISE CLASSES

Our gentle chair based activities and exercises are designed to improve mobility, balance, memory and alertness. They also benefit posture and physical condition. These exercises can make a real difference to feelings of fitness and wellbeing – and they are real fun!

In 2018 - 19, the Community Action Team supported the 28 volunteers who run the sessions and, set up new classes in Flookburgh, Kendal and Natland. Eight volunteers successfully completed their exercise class leader training. An update session for all exercise volunteers took place in October, where they had a refresher session on teaching an effective exercise class, learned some Tai Chi moves to incorporate into their routines and swapped ideas and top tips with fellow leaders.

Altogether we now have 21 groups meeting weekly across the area. Every session ends with tea and biscuits, so there is time to have a chat as well. These groups provide good company and help people to keep fit, active and healthy too. All ages are welcome, but the activities are predominantly attended by the over 50's.

The very popular 'Fun Olympics' took place at Kendal Leisure Centre in June 2018. 75 Participants had the chance to take part in a variety of games such as bocchia, curling, walking netball, walking football, table tennis, board games and bingo. Medals were awarded to the winners and a sandwich lunch was enjoyed by all. Local groups and charities had information stands and free health checks were on offer. Many of our exercise volunteers and group leaders helped out at this fun event.

SNOOKER, POOL, DOMINOES & DARTS

In partnership with the Albion Snooker Club in Kendal, every Thursday we have a snooker, pool, dominoes and darts group. Although small in number, this lovely friendly group, open to both men and women enjoy meeting up, playing a few games in a friendly environment, having a catch up and putting the world to rights. It's a lot of fun, come and join us.

MEN U CAN COOK

This year we have held 2 men's cookery courses in Ings and Heversham. 12 men are hopefully now more confident in the kitchen and can prepare some simple, healthy meals which they can share with friends and family. The sessions are fun, relaxed and friendly and the men get to taste all their creations. MasterChef watch out! Look out for the next course coming soon.

During 2018 -19 Age UK South Lakeland ran 33 lunch clubs across the district. These well-loved groups are regularly attended by 788 people each month and hosted by venues consisting of restaurants, pubs and cafes. The participants are provided with a well cooked, delicious two course lunch which includes tea or coffee - all at a reasonable price.

The lunch clubs are coordinated by 36 volunteers who are in turn supported by a cluster volunteer who visit the groups a couple of times a year making sure everyone is happy and also giving an opportunity to share the work of Age UK South Lakeland.

Due to the closure of the K Village we lost one of our most popular venues. We are glad to say the group have now happily settled at the Stonecross Manor and are going from strength to strength.

LUNCH CLUBS



MINDFUL MEDITATION

Mindful meditation is a mental training practice that involves focusing our mind on our experiences and considering our own emotions, thoughts and sensations - all in the present moment. It is simply the act of paying attention to whatever we are experiencing, as we experience it. Becoming more aware of the present moment can help us enjoy the world around us more and understand ourselves better.

In our 2 six week courses in Kendal, 30 participants learned how to meditate, actively listen to music and poetry, develop a greater awareness of the body including gentle movement and breathing exercises - all in a very warm and supportive environment.

In Ulverston on a Thursday afternoon, we also run a weekly meditation for relaxation and well-being session. It's a chance once a week to switch off, contemplate our mind and learn simple techniques to calm it. These very popular weekly one-hour sessions usually involve 3 guided meditations with a break in between for tea and a catch up.

FALLS AWARENESS



Our Falls Awareness Worker and a small team of volunteer Falls Awareness Champions have continued to attend over 200 drop-ins to give talks around South Lakeland over the past year. These have ranged from flu-clinics, regular monthly library drop-ins and to village community groups such as church groups, WI's and friendship groups. In addition, the Falls Worker has also approached a number of alternative organisations to arrange talks and presentations which always include practical demonstrations of strength and balance exercises. The aim has been to communicate to a wider audience and in particular to reach individuals who may not attend community based activities and are outside the existing target audience, such as assisted living accommodation and community care organisations.

In total, 4,294 people have either attended a Falls Awareness talk or drop-in. On many occasions people have asked for extra leaflets, so that they can spread this important information to friends and family. Feedback has been extremely positive, comments have included;

"I walk a great deal more".

"I haven't fallen again since doing the exercises".

"I find the exercises have been useful in building up my muscle and improving my mobility".

Our Hearing and Tinnitus Support is volunteer led and provides a much-needed service. This year has been very busy with an increasing number of clients using the service: over 1650 recorded contacts of whom 284 were using the service for the first time, which is a 44% increase on 2017/18. Many of our clients find collecting their NHS batteries from our Finkle Street premises far easier than going to the local hospital and we also offer re-tubing and cleaning of NHS hearing aids by our trained volunteers. New users can be helped to learn about and adjust to their new devices as well as test other complementary devices.

The equipment we have on display in our Finkle Street Resource Centre can offer the opportunity to test out different phones and listening and alerting devices - helping clients find the most suitable equipment for their needs. Age UK South Lakeland does not sell the equipment but stocks the catalogues of the suppliers, who keep us informed about the latest developments.

Home visits can be offered to a limited number of clients unable to come to the drop-ins, approximately 12 cases were identified as suitable since this service was launched and 10 of these clients were visited. Where we are not the most appropriate organisation to assist, referrals can be made to organisations like HITES, who offer complementary services.

HEARING ADVICE



Following the recruitment of a very experienced volunteer during the year, support for Tinnitus has been introduced with a weekly drop-in for advice and once a month a support group now meets. This is a new venture but word is spreading and it is hoped that more people will take up the offer of this advice and support.

We expect the numbers of clients using all our Hearing and Tinnitus Support services to continue to grow as more people become aware of what is on offer after experiencing either their own or their loved ones' hearing loss.

Over 300 people attended our very successful Fit for Life events in Cartmel, Burton in Kendal, Windermere and Grange, where local groups and charities had information stands. There were also talks and demonstrations on Mindful Meditation, Benefits, Hearing Loss, Falls Prevention and participants took part in Seated Exercise Class demonstrations. Digital Champions were on hand to show the benefits of being on line with a special area set up with Amazon Fire Tablets so that people could have a go. The Physiotherapy team from Westmorland General offered functional fitness tests, which were very popular and local GP practices came along to give blood pressure checks. . . and of course there was plenty of tea and cakes!

FIT FOR LIFE EVENTS



Our Digital Engagement Project has provided direct support to over 1,000 older people by holding regular IT Drop Ins at a variety of locations across South Lakeland such as Libraries and our Age UK Offices. IT Volunteers support with queries or problems regarding laptops, tablets or Smartphones.

We provide clients with a working Amazon Fire Tablet for a three month period. If clients do not have broadband we will also provide a mobile WiFi router also for the same period.

For those unable to attend IT Drop Ins, we can provide support by way of visits from an IT volunteer in the older person's home, helping them become familiar with their own device or an Age UK South Lakeland tablet via our loan scheme.

We ran a series of training sessions, funded through Age UK and the Big Lottery and the NHS to promote the use of the internet to book GP appointments, order repeat prescriptions and to look at medical records online. We also helped people to use the NHS Choices website, which is an excellent source of information about all health matters and local services.

DIGITAL INCLUSION



In addition to these activities, we have been looking at how to use the internet to save money, particularly on energy bills and shopping online. We have built relationships with organisations, such as the Brewery Arts Centre in Kendal who, have enabled our volunteers to deliver sessions on internet security, scams, finance online and money-saving ideas as well as digital photography.

Activity	Registered Clients	Sessions	Average Attendances	Annual Attendances
Men (and Ladies!) in Sheds	68	200	9	1,800
Walking Football	114	163	16	2,608
Walking Rugby	30	50	18	900
Walking Netball	80	110	15	1,650
Gentle Exercise Class	355	1001	17	17,017
Lunch Clubs	834	360	15	5,400
Mindful Meditation	53	6	8	48
Snooker, Pool, Dominoes & Darts	13	40	9	360
Men U Can Cook	12	8	6	48
Falls Awareness	4294	199	21	4,179
Fit for Life events	311	4	77	308
Digital Inclusion	485	119	4	476

VOLUNTEERS

The value of volunteering to the individual, the charity and the community at large is much deeper, fulfilling and much more important in contributing to a healthy and vibrant community than money can ever measure.

People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to feel valued and part of a team, or to share their experience and knowledge with others. Volunteering also has significant social benefits giving an opportunity to meet new people, make new friends and socialise. Regardless of the motivation, what unites volunteers is the challenge, the reward and the fun! But whatever the reason, the part they play is invaluable to the charity.

The value of volunteering to the individual, the charity and the community at large is much deeper, fulfilling and much more important in contributing to a healthy and vibrant community than money can ever measure – our volunteers are priceless!



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Volunteering is rich and diverse in Age UK South Lakeland; they are ordinary people doing extraordinary things. During this reporting period we recruited 110 new volunteers to support a wide variety of roles.

Volunteers are key in the delivery of our social engagement offer enabling older people in South Lakeland to lead a full and independent later life. As part of the recruitment process all volunteers are required to attend an induction session and, if required they are also offered further training specific to their role. They are each supported by a named member of staff from the Community, Client Services or Retail team depending on their volunteering preference.

Allotment

After another successful season and more people joining the group, the Allotment now boasts a patio for vegetable and flower planters, space for a seating bench and the introduction of some gooseberry and blackcurrant bushes. The project offers Allotmenters the chance to share in the produce grown; everyone agrees that carrots or courgettes freshly picked always taste so much better than shop bought ones. It is well-known that being outdoors or gardening on allotments improves general health, can help to reduce stress and is a very enjoyable and sociable activity. We look forward to welcoming more new members in the next growing season.



Kendal Coffee morning and Craft group

The monthly coffee mornings at Kendal Town Hall take place on the first Friday of the month and upwards of 60 people regularly attend the event. It is a chance to get out, meet up with friends, have a really nice cup of coffee or (tea) made by Barista Jan and the rest of the eight strong volunteer team. Lots of home-made cakes and produce are always available for a donation; there's rarely anything left. There is always Age UK South Lakeland information available on hand and we welcome pre-arranged guest drop-ins by partner organisations too. In March of this year the Age UK Craft group started to operate from here also offering a sociable morning of chat and craft and creativity for people who want to bring along their own crafts knitting or sewing projects.



Friends Exchange Volunteers

The Friends Exchange project aims to reduce loneliness and isolation among people over 50 who have limited social contact or support from family and friends. Evidence provided by our Compass Assessment shows that there are parts of South Lakeland where there is no provision of services for older people who need some social contact. However, one of the key limiting factors identified from many befriending services is that of overloading – the number of clients outstripping the supply of appropriate volunteers.

With this in mind, the project offers three types of support. Classic befriending is limited to those people who are housebound or find it difficult to get out and about in social groups. These clients are visited by home visiting volunteers who dedicate their time to chatting and reminiscing, making a cup of tea and providing companionship.

If we cannot provide a classic befriending service to all those clients who need it, we need to offer them something else. The service is “Bridge Building” which matches the client with an appropriate volunteer for a limited period, with the objective of promoting confidence and wellbeing and encouraging the client to re-engage with their social infrastructure, having discovered new friends and interests.

The third tier of this approach is the use of technology to promote friendships and communication. IT Friends Exchange volunteers in line with our digital offer make home visits for a period of 6 weeks to help people learn basic IT skills that helps them keep in touch with family and friends on line, thus reducing isolation. There are 47 fabulous volunteers involved in delivering this project who are committed and dedicated, many motivated to volunteer for this particular role as they have had elderly parents and relatives and cannot bear the thought that other people may be lonely in later life. Their genuine human kindness and empathy have such a positive impact on the clients they support.

In 2011 Age UK South Lakeland formed the Gateway partnership by inviting several of our third sector partners to join in collaborative working; this partnership grew from relatively small beginnings of five core members to over 57 members. The partnership had at its core the commitment to not duplicate services and to support each other and work together.

Although the decision was made during the year to close the Gateway Centre, a very special thanks must go to all the volunteers who provided regular reception duties over the five years, week in and week out to ensure the smooth running of the centre; the part these volunteers played has been absolutely invaluable and we are pleased that many of them have continued to volunteer in new or different roles within the charity.

Gateway Volunteers



Client Services

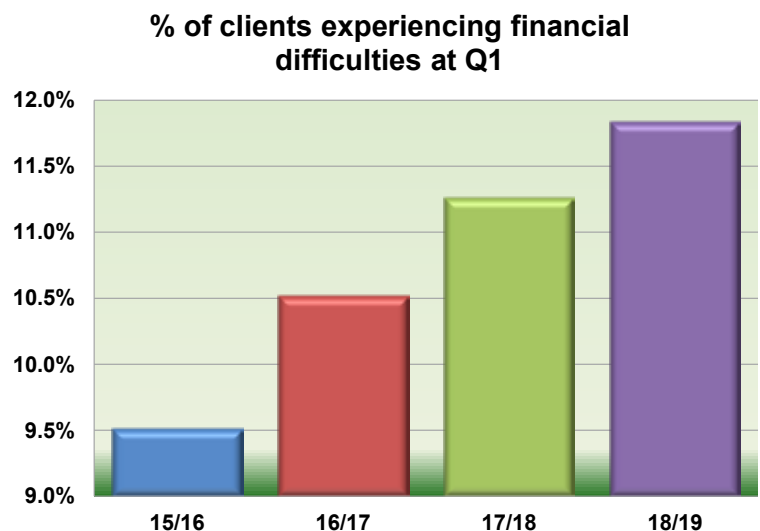
In order to maintain service delivery standards and consistency, Age UK South Lakeland remains committed to delivering its client services using the Compass methodology. The service delivery requirements in the Barrow and District area meant the team dealt with a different array of client needs than those required in the South Lakeland area. The elevated levels of deprivation in the Barrow and District area meant we had a higher level of debt, unemployment and alcohol and substance abuse issues to deal with. The average age of clients in Barrow and District area was also much younger.

The services delivered by the Compass team of officers in South Cumbria are highly regarded by our statutory partners who also use our online platform to make referrals into our services via the MARS referral system. During the year, MARS was linked to the Strata system adopted by Health and Social care. This means that surgeries and GP's can now make direct referrals into MARS from within their own systems, providing a safe and reliable referral pathway.

Understanding our clients

First and foremost, the Compass system was designed to ensure that we can properly assess our clients' needs by considering every aspect of their living experience. We achieve this by assessing each client across five domains, Locality, Health and Wellbeing, Finances, Home and Support and Social Connectedness. This means we also have a wealth of data to help us to better understand our client group, enabling us to spot trends, identify gaps in service provision and see where our services are working well or where they could be developed further.

The data analysis that follows is a small sample of the information available to us. The data set now covers four complete years; the early data generated during the development and training periods of the Compass program has been discarded to ensure accuracy. All the clients whose data is used in this analysis have provided permission for their data to be used, all data is fully anonymised. For the purposes of this analysis we have used 4,947 complete Compass data sets. A Compass data set comprises of 158 multi part questions. Therefore the analysis used 781,626 data points.



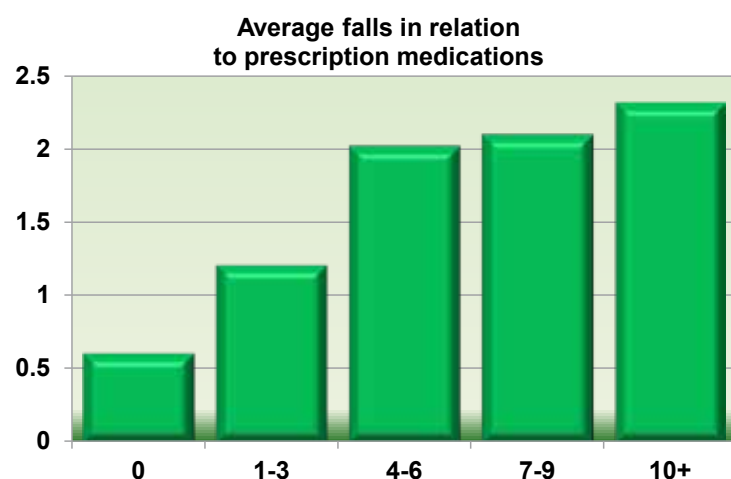
By analysing our data from the last four years we observe that the older people in South Lakeland are becoming increasingly concerned about their ability to manage on the money they have coming in. The number of clients presenting with worries around financial issues has increased year on year for the past four years.

Financial Difficulties - describes those clients who report that they cannot manage or they find it very difficult to manage on the money they have coming in.

We also observe a small increase in the average number of prescription medications our clients take. There is a great deal of research and guidance available relating to the impacts of multiple medications (Polypharmacy). Unfortunately getting older people to request a medication review is extremely difficult as many of our clients regard the doctor's prescriptions to be beyond question.

Whilst this increase in prescription medications represents only a 5.2% increase overall, the matter of concern is the general trend of increase over the past three years.

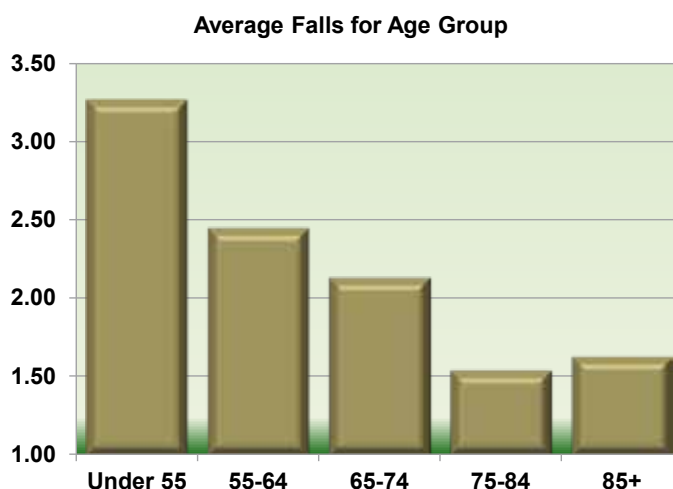
Exploring the Compass data further we have taken a look at the incidence of falls in our clients related to the number of medications they are prescribed. We are aware that there may be other factors that contribute to the outcome of this analysis, we have therefore also analysed those factors.



The incidence of falls within our Compass client group appears to significantly increase as the number of prescription medications they take increases.

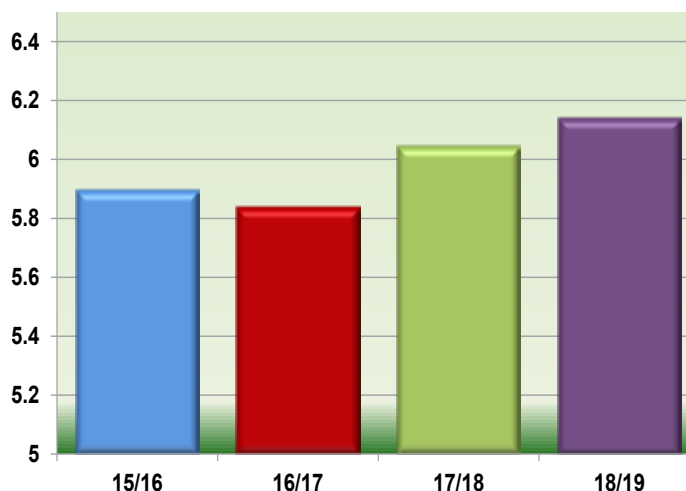
As can be seen from the chart, you are approximately four times more likely to have a fall if you take more than four prescription medications than if you do not take any. This chart is derived from an average of the data across 4,957 Compass clients.

One of the popular assumptions that is often used to explain the increase in the incidence of falls particularly in older people is, “older people fall more often”. An analysis of the incidence of falls relating to age shows the actual picture. In fact the incidence of falls drops off steadily to the age band 75 – 84; there is then a very small increase for the 85+ age band.

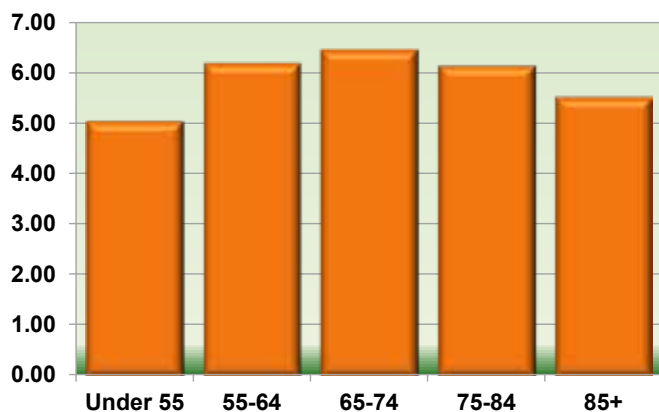


So if our data shows falls are not necessarily related to age, is it possible, in exploring the relationship between prescription medication and falls, to state that “older people take more medications”? Using the Compass data, we also explored that assumption.

Average medications taken per client

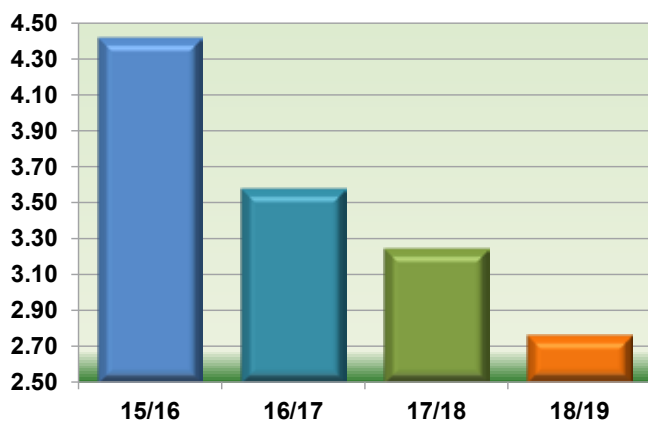


Average Medications taken by Age Group



This chart explores the relationship between fractures and prescription medications. It further explores the direct link between increased prescription medications, falls and fractures. You can see from the chart that if you take 4 – 6 prescription medications you are more than twice as likely to suffer a fracture in any given year. The previous chart demonstrating the average medications taken by each age group illustrated that our client group take more than 4 medications on average and so this data is significant for the individuals we support.

Av. GP visits per quarter, analysed by year



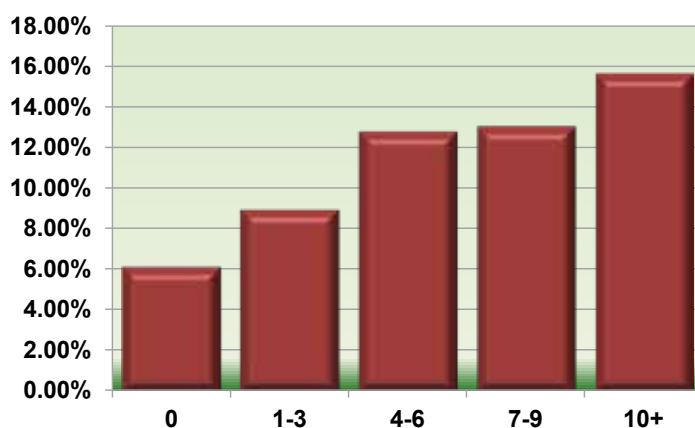
visits over the past four years, we further analysed the GP visits data looking for any variances in Rural, Urban or Semi Urban living, this did not provide any statistically relevant information. Looking further to see if there was a corresponding change in clients attending A&E or receiving treatment in their home, we found that any variances were well within statistical norms. Clients are not seeking medical support from other sources, however those other sources do not show any declining trend, they have remained relatively constant.

The wealth of data we collect whilst delivering the Compass program not only helps us to assess each client's need accurately, we can also take the big picture view and look at trends and changes over time. The Compass program collects a great deal of data relating to several key Long Term Conditions (LTC's). Those LTC's are: Diabetes, Respiratory, Angina, Stroke, Arthritis/ Osteoporosis and UTI's.

Once again the assumption is shown to be inaccurate. Whilst there is an increase in the number of prescription medications taken up to the age band 65 – 74, the number reduces for older clients.

As a result, the relationship between the number of prescription medications taken and the number of falls is not simply explained away. Both of the charts shown completely contradict the assumptions that falling more frequently is just part of growing old that we should all expect.

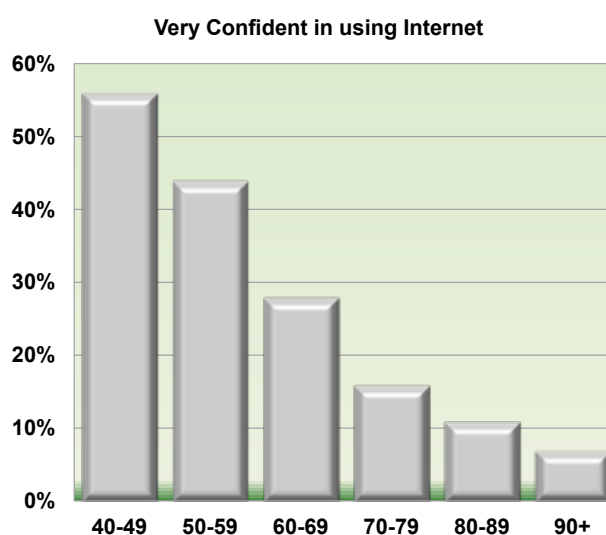
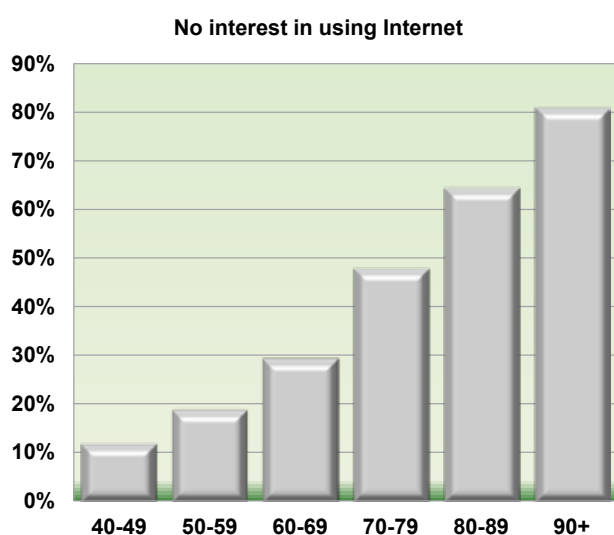
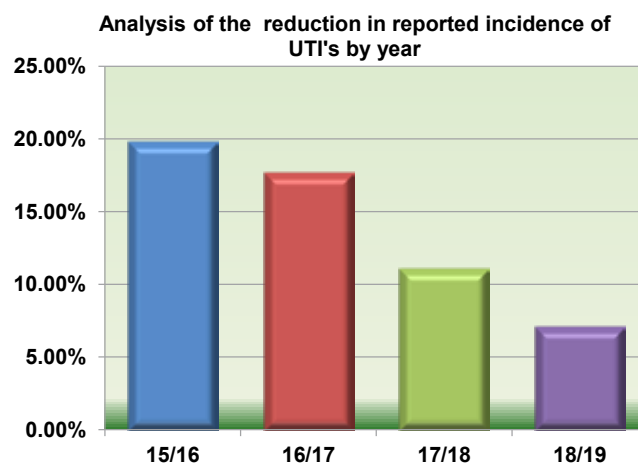
Probability of fractures in relation to prescription medications taken



In this chart we look at the frequency of GP visits in our client group. As can be seen there has been a significant reduction in the average number of GP visits in the past four years.

In order that we understand this better we have further analysed the frequency of GP visits by Age Band. That analysis showed the frequency to very closely match the Age Band and Prescription Medication analysis (See earlier chart). This was an expected result but did not shed any light on the significant drop off in GP

Our analysis shows that the incidence of Diabetes, Respiratory, Angina and Arthritis/ Osteoporosis remain within accepted statistical norms over the four years. However that is not the case for UTI's or Strokes. The chart shows a surprising reduction in reported UTI's in our client group over the four year period. Whilst UTI's are not technically a long term condition, they were included in our Compass assessment on the advice of senior clinicians as UTI's were a significant contributing factor of emergency hospital admissions. Over the four year period the reported incidence of UTI's has fallen dramatically from 19.88% in the year 15/16 to 7.16% for the year 18/19, this is a reduction of 64% over the four years. The incidence of Strokes shows a consistent decrease year on year. This results in an overall decrease in reported Strokes over the four years of 17.7%.



On a more positive note, digital inclusion is improving in South Lakeland with older people becoming regular internet users. Age UK South Lakeland has been engaged in delivering a digital inclusion program over the past few years. However whilst we would like to believe this change is solely due to our endeavours, it is more accurate to report that as every new cohort of people join the ranks of “older people”, the likelihood is that they are already more digitally aware. Our data indicates that in approximately ten years, internet usage in older people will be within 80% of the national average. This does mean however that for the next few years at least, older people will be significantly disadvantaged gaining access to many services and providers going fully online.

The potential and the range of the work of our client services is ever growing. As evidenced from the analysis above, the potential of how we can support our statutory partners, work alongside ICCs, health and social care to make a real and sustained difference to the people of South Lakeland is significant. We have started the journey and through further analysis, through greater joint working, through our compass assessment and our network of volunteers, staff and associates we can have a central role in supporting the changes that need to be made to enable better health and wellbeing of our local population.

Income Generation

The Retail environment in general and, charity retail specifically, continues to be challenging. We have seen competition increase significantly over the past few years with charities becoming more professional but also increasingly dependent on money they earn to support their work. However, regardless of the task, our Retail arm rises to each challenge and continues to proactively adapt to changes before they happen to ensure we maintain our market position.



Our 'Superstores' continue to be successful and we are also making great strides in developing and expanding our E-Trading presence and sales. Despite this, an ever present and considerable challenge remains and we therefore have to continue to be creative and innovative.

We continue to be risk-averse by trying new product lines and strategies and seeking new expansion opportunities, whilst monitoring areas where efficiency savings can be made. To continue to be one step ahead of the competitor we started an online wholesale business, selling items we would generally not sell online in bulk lots. This has proven very successful in its initial period and we plan on expanding it going forward.



Our shops continue to be brand-ambassadors for the charity, providing a social hub, and information about the charity to the public and end-users alike. The retail team, supported by committed and willing volunteers are confident that by continuing to work together, we will overcome future challenges, increase the unrestricted income to help support the older people of South Lakeland and remain ahead of the game.

2018/2019 Facts & Figures

- ◇ 171,000 customers served.
- ◇ £98,500 Gift Aid Claim. With 73% on email notification cutting down on costs and having a positive environmental impact.
- ◇ We diverted over 3500 tonnes of waste from landfill by recycling and selling saleable items.
- ◇ New goods sales increase by a massive 55% to £275,000 from £178,000 from the previous year.
- ◇ Bestselling line for year was a Patchwork Tub Armchair with over £10,000 in sales.
- ◇ Over 21,000 balls of yarn sold in the financial year.
- ◇ We sold 50,000 books to our customers and recycled over 300,000.
- ◇ Retail volunteers contributed over 22,420 hours to the shops saving the charity over £224,000 in salary.
- ◇ Over 4000 items sold online, creating on average an 85% increase in value compared to the selling price in one of our shops.



Governance

In accordance with the Charity's governing document the following Trustees who had retired by rotation, were re-elected by the Members at the Annual General Meeting held on 21 September 2018:

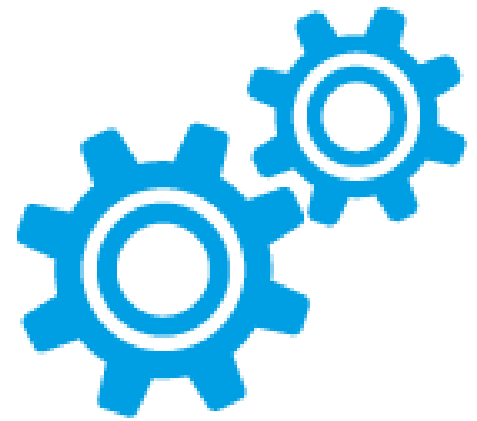
Peter Smith - had agreed to stand for re-election and to continue as Chair of the charity.

In addition the following Trustee who had been co-opted to the Board after the last annual general meeting was elected by the Members at the Annual General Meeting held on the 21st of September 2018:

Martin French - previously a volunteer of the charity who was co-opted to the board during the previous year.

Peter Smith had been elected Chairman at the Annual General Meeting held in September 2015 and re-elected in September 2018 and holds office for a second term of three years and shall not serve more than two consecutive terms of office.

In accordance with the governing document the Trustees can co-opt up to one third of their number, however during the course of the reporting period no Trustees were co-opted. During the year the Finance sub group, which reports directly to the Board of Trustees, met as required. The group consists of two Trustees and two Senior Officers and has the purpose of considering financial matters in more detail.



Investments and Finance

Sanlam Private Investments manage the organisation's investment portfolio on behalf of the Trustees. The Trustees review investment performance every six months and receive reports from the investment company every quarter. The Trustees consider that the guiding principle of the agreed investment policy is to generate funds for the Charity, but that they will not invest in a particular business in the following circumstances:

- Where such investment might conflict with the aims, objectives or activities of the Charity. For example, investment in the tobacco or alcohol industries would be inconsistent with the health and wellbeing priorities for the Charity.
- Where such investment might hamper the work of Age UK South Lakeland by alienating actual or potential financial supporters.

Funding and activity

During the financial year the principal sources of income were Trust Funds (e.g. Eric Wright and Gwyneth Forrest Trust), Big Lottery, Age UK, donations from individuals, and earned income from the sale of donated and bought in goods. There was also a minimal level of bank interest. The interest from our investments stayed within the overall portfolio value and became part of our draw-down to fund our activities. In January 2017 the charity set up a wholly-owned subsidiary to take over and develop the small amount of trading done in new goods. The subsidiary continues to remit all profits made to the parent company by gift aid.

Risk Management

The Board of Trustees is responsible for the management of risks faced by the Charity. There is a formal annual review, but risks are identified and assessed and controls established throughout the year. Key controls during 2017/18 have included:

- Formal agendas for all committee and Board activity.
- Comprehensive strategic planning, budgeting and management accounting.
- Established organisational structures and lines of reporting.
- Clear authorisation and approval levels.
- Procedures as required by law for the protection of vulnerable adults and children.

The Board of Trustees is satisfied that major risks have been identified and measures are in place to ensure that they are adequately mitigated where necessary.

Building a secure future

The Trustees maintain free reserves, which are Charity funds to be realised at short notice if required. Should the funds fall below the agreed level, immediate steps would be taken to reinstate them by cutting expenditure.

The value of the premises we own in Finkle Street, Kendal are not taken into account in calculating these reserves. The Trustees review the reserves on an annual basis and for the year 2017/18 considered £400,000 to be a reasonable holding. In reviewing the level for the year 2018/19 the Trustees take into account the following:

- Normal day-to-day fluctuations in working capital and cash flow.
- Three months of salary and rental obligations based on the 18/19 budget.
- Possible emergencies, such as cessation of trading at one of the retail units for the sale of donated goods or the loss of three months' sales for the Kendal Furniture Warehouse.

The Trustees considered £400,000 to be a reasonable amount to hold in reserves at the start of the year and the organisation's "Safeguarding the Future" policy includes specific guidance regarding reserves. When setting the budget for the year 2017/18 the Trustees agreed a reduction in overall reserves of £170,271 to keep day-to-day services going, but noted that the situation would need to be reviewed again at the half year point. The mid-point review showed that the budgeted deficit was being significantly reduced by gaining a number of new grants.

Development and induction

All new Trustees are offered the opportunity to meet with key staff in the organisation. They are given copies of Board of Trustees' minutes and papers for the past six months, the most recent Trustees' Annual Report and Accounts, and a copy of the Constitution and CC3 – The Essential Trustee (Charity Commission). In addition regular Trustee Development days are held and Trustees are encouraged to attend staff "Away Days".

Premises

In February 2005 the Trustees purchased premises at 17 Finkle Street, Kendal. The centre includes a retail outlet; an older people's resource area; offices and interview rooms for the Charity. In 2011/12 the Trustees agreed to enhance the facilities available in Kendal to provide additional office and meeting space and now lease premises at the rear of 17 Finkle Street, in a building known as Liberty House.

During the year retail trading premises were also rented in 7 locations as follows:

- Kendal Furniture Warehouse, Modgate House, Station Yard
- Windermere Shop, 20 Main Road
- Grange Superstore, Station Square
- Ulverston Shop, 19-21 New Market Street
- Ulverston Superstore, Canal Head, Oubas Hill
- Milnthorpe Shop, 39 Beetham Road
- Bowness Shop, 53 Quarry Rigg

We also rent community venues across the district for social, physical and educational activities.



Working relationships

During the year, the Trustees used the professional services of Barclays Bank, 9 Highgate, Kendal; Stables, Thompson & Briscoe (Registered Auditors), Lowther Street, Kendal and Harrison Drury (Solicitors), Bridge Mills, Stramongate, Kendal. We work closely with Age UK Brand Partner colleagues at county, regional and national levels, sharing experience and skills towards our common aims.

Statement as to disclosure of information to auditors

In so far as the Trustees are aware, there is no relevant audit information of which the Charity's auditors are unaware and they have taken all steps that ought to have been taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Quality Monitoring

In addition to monitoring all complaints, comments and thank you's we receive, we have developed structured mechanisms for evaluating the quality and impact of our services. During 2017 /18 the Charity was successful in achieving re-accreditation of the management, governance and risk controls award ISO9001 and ISO14001 and the Information Security Management award – ISO27001. The Charity also holds the Age UK Organisational Quality Standard and the AQS Advice Quality Standard at Casework level.



Statement of Trustees' responsibilities

The Trustees (who are also directors of Age UK South Lakeland for the purpose of company law) are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements the Trustees are required to select suitable accounting policies and then apply them consistently; observe the methods and principles in the Charities SORP (Statement of Recommended Practice); make judgements and estimates that are reasonable and prudent; state whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements and prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

Financial Summary

In the year to the 31st of March 2019 the charity returned an operational costs deficit of £7,574, this was in contrast to the budget set at the beginning of the year for an operational deficit of £170,271. This was in the most part due to the charity being awarded a number of grants during the year that were not budgeted for.

The balance sheet valuation for the charity shows a reduction of £176,410, this is due to the early receipt of restricted funds for services to be delivered in this year. The funds were received before the beginning of this financial year and so appeared in the previous year's balance sheet.

The financial statements were approved by the Board on 31 July 2018 and signed on its behalf by:



Peter Smith (Chairman)

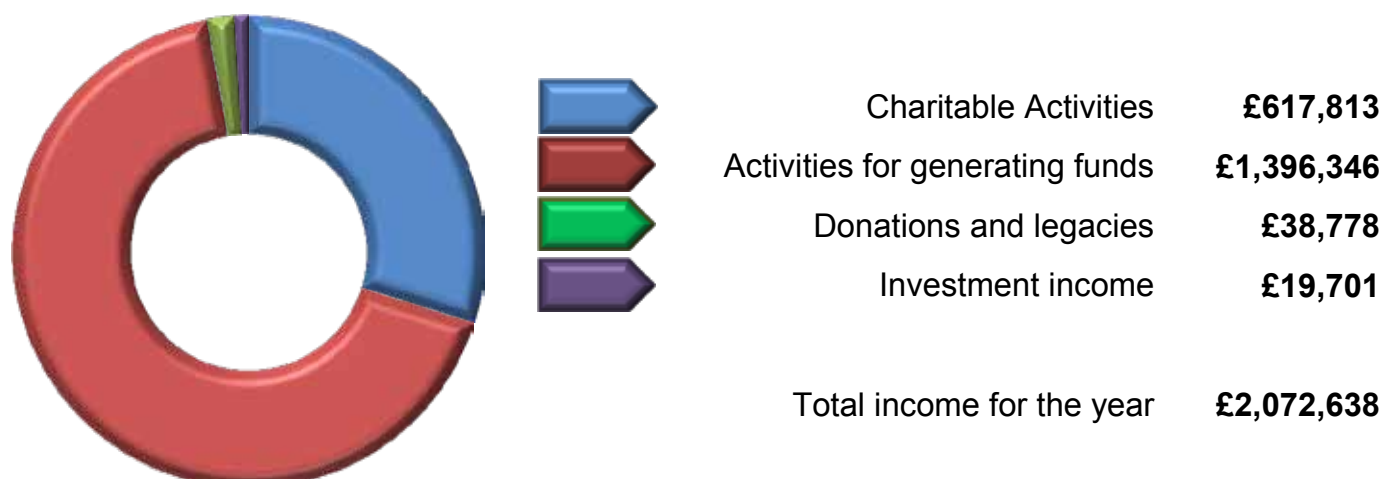


Directors' statement

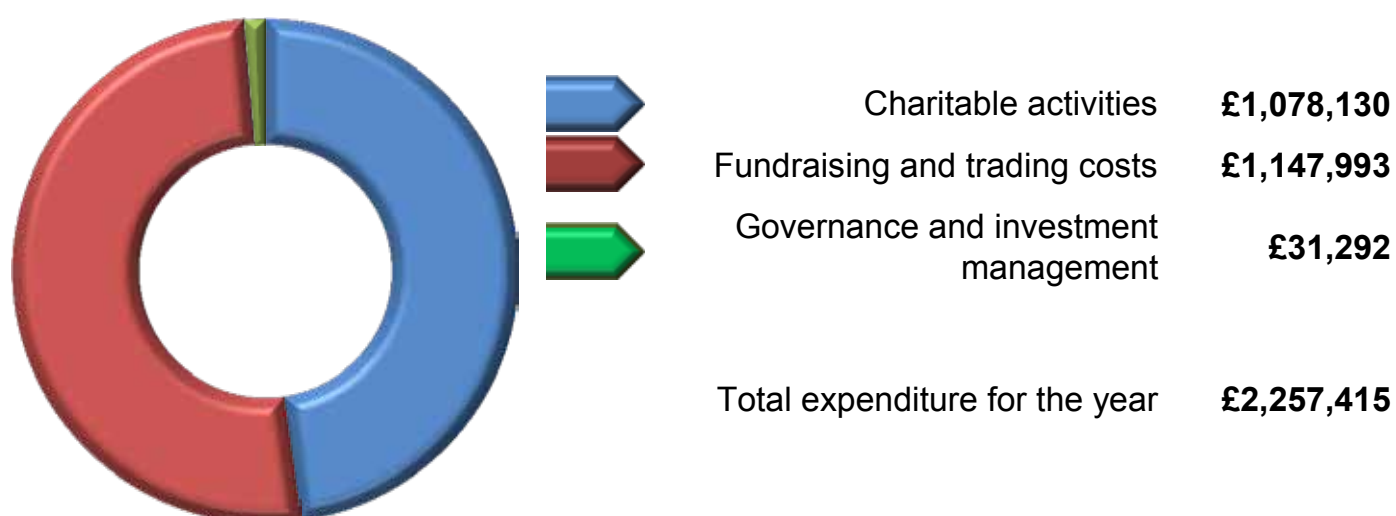
The auditor has issued unqualified reports on the full annual financial statements and on the consistency of the Trustees' report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498(2)a, 498(2)b, or 498(3) of the Companies Act 2006.



Income for the year



Expenditure for the year



On behalf of all the staff, volunteers and clients of Age UK South Lakeland we would like to thank all those who have funded our work during the year. A complete list of funders is available in our Trustees' Report and Financial Statements.

Age UK South Lakeland Limited is a registered charity number 1141415 and company limited by guarantee. Registered in England and Wales No: 7540805.

Registered Office: 17 Finkle Street, Kendal, Cumbria, LA9 4AB.

Enquiries

01539 728118 or admin@ageuksouthlakeland.org.uk

www.ageuksouthlakeland.org.uk



Company registration number: 07540805

Charity registration number: 1141415

Age UK South Lakeland Ltd

known as

Age UK South Lakeland

(A company limited by guarantee)

Annual Report and Financial Statements

for the Age UK South Lakeland Ltd Group

for the Year Ended 31 March 2019

Stables Thompson & Briscoe
Chartered Accountants & Statutory Auditors
Lowther House
Lowther Street
Kendal
Cumbria
LA9 4DX

Age UK South Lakeland Ltd
known as Age UK South Lakeland

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Age UK South Lakeland Ltd

known as Age UK South Lakeland

Reference and Administrative Details

Chairman	P A Smith
Chief Executive	H Tomlinson
Trustees	M French J McLeod S Newell P A Smith J Wright
Senior Management Team	P Lewis, Client Services Manager J O'Brien, Head of Retail/Income Generation J Park, Compliance & Volunteer Manager J Sunderland, Finance Manager
Principal Office	17 Finkle Street Kendal Cumbria LA9 4AB
Registered Office	17 Finkle Street Kendal Cumbria LA9 4AB The charity is incorporated in England.
Company Registration Number	07540805
Charity Registration Number	1141415
Solicitors	Thomson Hayton Winkley 114-116 Stricklandgate Kendal Cumbria LA9 4QA
Bankers	Barclays Bank PLC 9 Highgate Kendal Cumbria LA9 4DF
Auditor	Stables Thompson & Briscoe Chartered Accountants & Statutory Auditors Lowther House Lowther Street Kendal Cumbria LA9 4DX

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2019.

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

Trustees during the year

J Bateson (resigned 3 September 2018)

P Clarke (resigned 26 February 2019)

M French (appointed 24 April 2018)

J McLeod

S Newell

P A Smith

S Senior (resigned 10 September 2018)

J Wright

Objectives and activities

Objects and aims

The trustees of Age UK South Lakeland consider their purpose is to govern an organisation that exists to improve the lives of older people in South Lakeland.

Our ambition is that in South Lakeland everyone in later life:

- Has a decent income
- Can feel well and enjoy life as much as possible
- Can access high quality health and care services
- Feels comfortable, safe and secure at home
- Feels valued by their local community with opportunities to join, volunteer, learn or work
- As a citizen with rights, has their voice heard and can influence decisions that affect them

Our strategy as we work toward this ambition over the next three years is to work with and for older people in order to:

- Provide information, advice and assistance that helps people to access benefits and exercise choice to make best use of their resources and improve their experience of daily life
- Help build stronger communities that increase people's social contact and wellbeing
- Support the development of more responsive health and welfare services that offer people holistic and timely services reflecting their needs and circumstances
- Help the voices of older people and their lived experience to be heard
- Generate independent income streams that enable us to invest in activity which is not a current public sector priority

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

Objectives, strategies and activities

Our ambition cannot be achieved only by our action within South Lakeland. We will continue to work with and through Age UK nationally, with whom we are Brand Partners and have a shared overall strategy. We will also work with the other Age UK groups and any other partners across Cumbria who share our ambition.

As we develop our annual business plans which set out our actions to deliver our strategy, we will:

- Gather and use evidence
- Involve older people
- Respond to the particular challenges of dispersed and rural communities in South Lakeland
- Develop partnerships and the means for strong collaboration within the third sector and with statutory organisations
- Seek to ensure that our input contributes to lasting improvements for individuals and their communities

We have adopted a set of values which should be evident to older people, our staff, our volunteers and our partners in all aspects of our work. They are to:

- Be respectful
- Be inclusive
- Be positive
- Be realistic
- Be empowering
- Make a difference in people's lives

Public benefit

The charity works with local older people to help them retain their independence and exercise real choice in their lives.

We aim to do this by:

- delivering services that help to meet the needs of older people and fit with the other local services in the communities in which they live;
- informing and advising older people of their rights and options;
- advocating for and on behalf of older people on issues which matter to them as individuals or communities, consistently and constantly to ensure we fully understand their needs.

Full details of the charity's activities in the year can be found in the Annual Report filed with the Charity Commission.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Financial review

This year's accounts show a deficit of £176,410 due to the restricted funds of £168,836 received last year but spent in the current year on the projects they funded. The operating deficit was £7,574 but with restricted funds carried forward this resulted in a deficit on unrestricted funds of £37,133. However, as grants become harder to obtain the charity is looking at different ways of improving its income stream to maintain services.

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

Policy on reserves

The Trustees maintain reserves, which are Charity funds to be realised at short notice if required. Should the funds fall below the agreed level, immediate steps would be taken to reinstate them by cutting project expenditure. Property values are not taken into account in calculating these reserves.

The Trustees review the reserves on an annual basis, and for the year 2018/19 considered £400,000 to be a reasonable holding.

In reviewing the level for the year 2018/19 the Trustees accounted for the following:

- Normal day to day fluctuations in working capital and cash flow.

Three months of salary and rental obligations based on the 2018/19 budget were considered an appropriate amount.

- Possible emergencies, such as cessation of trading at one of the retail units for the sale of donated goods or the loss of three months' sales for the Kendal Furniture Warehouse.

As at 31 March 2019, the charity as a group held funds totalling £1,197,558 of which £569,768 was held as tangible and intangible assets and £44,428 was the planned investment in services for 2019/20. This left £583,362 of which 29,559 represented restricted funds and £400,000 the core holding so that free reserves had increased in the year from £10,112 to £153,803. This is in line with the charity's objective of providing services while maintaining sufficient reserves.

Principal funding sources

The charity obtains funding for its charitable activities from a range of funders including the Big Lottery and Age UK partners. It also aims to improve funding from its range of charity shops to supplement these sources of funding and self support projects where other funding may not be available.

Investment policy and objectives

Sanlam Private Investments manage the organisation's investment portfolio on behalf of the Trustees. The Trustees review investment performance every six months and receive reports from the investment company every quarter. The Trustees consider that the guiding principle of the agreed investment policy is to generate funds for the Charity, but that they will not invest in a particular business in the following circumstances:

- Where such investment might conflict with the aims, objectives or activities of the Charity. For example, investment in the tobacco or alcohol industries would be inconsistent with the health and wellbeing priorities for the Charity and investment in the armaments industry.

- Where such investment might hamper the work of Age UK South Lakeland by alienating actual or potential financial supporters.

Investments continued to perform in line with the objective of generating income while maintaining or growing capital.

Structure, governance and management

Nature of governing document

The charity is a company limited by guarantee. The company took over the assets of the charity known as Age UK South Lakeland (charity number 508390) on 1 April 2011 and is now registered as charity number 1141415.

Age UK South Lakeland is an independent charity registered with the Charity Commission and governed by a group of trustees who have been elected by the membership of the charity.

The charity has been operating locally since April 1978.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
Trustees' Report

Recruitment and appointment of trustees

The Chairman is elected for three years and shall not serve more than two consecutive terms of office. In accordance with the governing document the Trustees can co-opt up to one third of their number during the course of the reporting period. Co-opted trustees must be re-elected at the following AGM. One third of the board retires by rotation at each AGM and is eligible for re-election at that AGM.

Only one Trustee has served for longer than nine years. This appointment has been reviewed and it is felt that the value in terms of knowledge of the organisation and understanding of beneficiaries far outweighs any possible risks.

Induction and training of trustees

All new Trustees are offered the opportunity to meet with key staff in the organisation, and are given copies of Board of Trustees' minutes and papers for the past six months, the most recent Trustees' Annual Report and Accounts, a copy of the Constitution and CC3 - The Essential Trustee (Charity Commission).

The Board of Trustees have adopted the Charity Governance Code and use it to review Board performance and identify training needs.

Arrangements for setting key management personnel remuneration

In December 2017 a benchmarking exercise was undertaken by external consultants to set the salary levels for the senior management team. The intention is to repeat this benchmarking exercise on a regular basis.

Relationships with related parties

Age UK

The charity is a brand partner with the national charity Age UK and is part of a network of more than 170 brand partners across England and local partners based in Wales, Northern Ireland and Scotland.

As a brand partner with Age UK the trustees have agreed to deliver a local information and advice service working with older people. This is part of a wider range of information, advice and practical support services.

Age UK South Lakeland Trading CIC

The charity set up a wholly owned subsidiary in the year to take over and develop the small amount of trading done in new goods. The subsidiary started trading on 1 January 2017 and will remit all profits made to the parent company by gift aid.

Financial instruments

Objectives and policies

The Group's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The charity does not use derivative financial instruments.

Cash flow risk

The Group's activities expose it primarily to the financial risks of changes in economic conditions, funding availability and investment income rates.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
Trustees' Report

Credit risk

The Group's principal financial assets are bank balances and cash, trade and other receivables, and investments. Where any risk relates to trade receivables, an allowance for impairment is made. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies. The Group has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

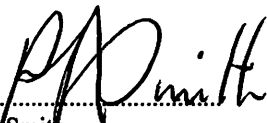
Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Group uses a mixture of long-term and short-term investments. Further details regarding liquidity risk can be found in the Statement of accounting policies in the financial statements.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 30 July 2019 and signed on its behalf by:


.....
P A Smith
Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Statement of Trustees' Responsibilities

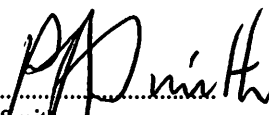
The trustees (who are also the directors of Age UK South Lakeland Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 30 July 2019 and signed on its behalf by:


.....
P A Smith
Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

Opinion

We have audited the financial statements of Age UK South Lakeland Ltd (the 'charitable parent company') and its subsidiaries (the 'group') for the year ended 31 March 2019, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, , Balance Sheet, Consolidated Statement of Cash Flows, Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charity's affairs as at 31 March 2019 and of the group's results 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.

Basis for opinion

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

Conclusions relating to going concern

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

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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:

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 7), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

Auditor's responsibilities for the audit of the financial statements

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's or the parent charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or the parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of this report

This report is made solely to the charitable parent company's trustees, 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's trustees 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 parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd



.....
Helen Holmes BSc FCA (Senior Statutory Auditor)
For and on behalf of Stables Thompson & Briscoe, Statutory Auditor

Lowther House
Lowther Street
Kendal
Cumbria
LA9 4DX

Date: 17/9/19

Age UK South Lakeland Ltd

known as Age UK South Lakeland

**Consolidated Statement of Financial Activities for the Year Ended 31 March 2019
(Including Consolidated Income and Expenditure Account and Statement of Total
Recognised Gains and Losses)**

	Note	Unrestricted funds £	Restricted funds £	Total 2019 £
Income and Endowments from:				
Donations and legacies	3	38,778	-	38,778
Charitable activities	4	15,800	602,013	617,813
Other trading activities	5	1,396,346	-	1,396,346
Investment income	6	19,701	-	19,701
Total income		<u>1,470,625</u>	<u>602,013</u>	<u>2,072,638</u>
Expenditure on:				
Raising funds	8	(1,151,690)	-	(1,151,690)
Charitable activities	9	<u>(364,434)</u>	<u>(741,290)</u>	<u>(1,105,724)</u>
Total expenditure		<u>(1,516,124)</u>	<u>(741,290)</u>	<u>(2,257,414)</u>
Gains/losses on investment assets		<u>8,366</u>	<u>-</u>	<u>8,366</u>
Net expenditure		<u>(37,133)</u>	<u>(139,277)</u>	<u>(176,410)</u>
Net movement in funds		(37,133)	(139,277)	(176,410)
Reconciliation of funds				
Total funds brought forward		<u>1,205,132</u>	<u>168,836</u>	<u>1,373,968</u>
Total funds carried forward	24	<u><u>1,167,999</u></u>	<u><u>29,559</u></u>	<u><u>1,197,558</u></u>

Age UK South Lakeland Ltd

known as Age UK South Lakeland

**Consolidated Statement of Financial Activities for the Year Ended 31 March 2019
(Including Consolidated Income and Expenditure Account and Statement of Total
Recognised Gains and Losses)**

Comparative - 2018	Note	Unrestricted funds £	Restricted funds £	Total 2018 £
Income and Endowments from:				
Donations and legacies	3	41,877	-	41,877
Charitable activities	4	40,000	798,995	838,995
Other trading activities	5	1,339,922	-	1,339,922
Investment income	6	19,781	-	19,781
Other income	7	4,680	-	4,680
Total Income		1,446,260	798,995	2,245,255
Expenditure on:				
Raising funds	8	(1,079,701)	-	(1,079,701)
Charitable activities	9	(427,327)	(729,642)	(1,156,969)
Total Expenditure		(1,507,028)	(729,642)	(2,236,670)
Gains/losses on investment assets		(13,278)	-	(13,278)
Net (expenditure)/income		(74,046)	69,353	(4,693)
Net movement in funds		(74,046)	69,353	(4,693)
Reconciliation of funds				
Total funds brought forward		1,279,178	99,483	1,378,661
Total funds carried forward	24	1,205,132	168,836	1,373,968


All of the group's activities derive from continuing operations during the above two periods.

The funds breakdown for 2018 is shown in note 24.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
(Registration number: 07540805)
Consolidated Balance Sheet as at 31 March 2019

	Note	2019 £	(As restated) 2018 £
Fixed assets			
Intangible assets	16	65,930	86,861
Tangible assets	17	503,838	537,888
Investments		<u>586,622</u>	<u>615,487</u>
		<u>1,156,390</u>	<u>1,240,236</u>
Current assets			
Stocks	19	46,033	31,238
Debtors	20	115,183	65,727
Cash at bank and in hand		<u>73,432</u>	<u>166,177</u>
		234,648	263,142
Creditors: Amounts falling due within one year	21	<u>(193,480)</u>	<u>(129,410)</u>
Net current assets		<u>41,168</u>	<u>133,732</u>
Net assets		<u>1,197,558</u>	<u>1,373,968</u>
Funds of the group:			
Restricted funds		29,559	168,836
Unrestricted income funds			
Unrestricted funds		<u>1,167,999</u>	<u>1,205,132</u>
Total funds	24	<u>1,197,558</u>	<u>1,373,968</u>

The financial statements on pages 12 to 46 were approved by the trustees, and authorised for issue on 30 July 2019 and signed on their behalf by:

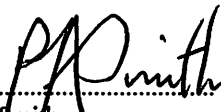


 P A Smith
 Chairman

Age UK South Lakeland Ltd
known as Age UK South Lakeland
(Registration number: 07540805)
Balance Sheet as at 31 March 2019

	Note	2019 £	(As restated) 2018 £
Fixed assets			
Intangible assets	16	65,930	86,861
Tangible assets	17	503,838	537,888
Investments		<u>586,622</u>	<u>615,487</u>
		<u>1,156,390</u>	<u>1,240,236</u>
Current assets			
Debtors	20	160,230	111,530
Cash at bank and in hand		<u>68,873</u>	<u>144,503</u>
		229,103	256,033
Creditors: Amounts falling due within one year	21	<u>(187,935)</u>	<u>(122,301)</u>
Net current assets		<u>41,168</u>	<u>133,732</u>
Net assets		<u>1,197,558</u>	<u>1,373,968</u>
Funds of the charity:			
Restricted funds		29,559	168,836
Unrestricted income funds			
Unrestricted funds		<u>1,167,999</u>	<u>1,205,132</u>
Total funds	24	<u>1,197,558</u>	<u>1,373,968</u>

The financial statements on pages 12 to 46 were approved by the trustees, and authorised for issue on 30 July 2019 and signed on their behalf by:



 P A Smith
 Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Consolidated Statement of Cash Flows for the Year Ended 31 March 2019

	Note	2019 £	(As restated) 2018 £
Cash flows from operating activities			
Net cash expenditure		(176,410)	(4,693)
Adjustments to cash flows from non-cash items			
Depreciation	17	37,592	37,192
Amortisation	16	20,931	17,795
Investment income	6	(19,701)	(19,781)
Revaluation of investments		<u>(8,366)</u>	<u>13,278</u>
		(145,954)	43,791
Working capital adjustments			
Increase in stocks	19	(14,795)	(9,383)
(Increase)/decrease in debtors	20	(49,456)	21,644
Increase/(decrease) in creditors	21	47,590	(26,342)
Increase in deferred income		<u>16,480</u>	<u>43,500</u>
Net cash flows from operating activities		<u>(146,135)</u>	<u>73,210</u>
Cash flows from investing activities			
Interest receivable and similar income	6	19,701	19,781
Purchase of intangible fixed assets	16	-	(15,680)
Purchase of tangible fixed assets	17	(3,542)	(27,531)
Purchase of investments	18	(276,787)	(284,517)
Sale of investments	18	<u>314,018</u>	<u>336,738</u>
Net cash flows from investing activities		<u>53,390</u>	<u>28,791</u>
Net (decrease)/increase in cash and cash equivalents		(92,745)	102,001
Cash and cash equivalents at 1 April		<u>166,177</u>	<u>64,176</u>
Cash and cash equivalents at 31 March		<u><u>73,432</u></u>	<u><u>166,177</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Statement of Cash Flows for the Year Ended 31 March 2019

	Note	2019 £	(As restated) 2018 £
Cash flows from operating activities			
Net cash expenditure		(176,410)	(4,693)
Adjustments to cash flows from non-cash items			
Depreciation	17	37,592	37,192
Amortisation	16	20,931	17,795
Revaluation of investments		<u>(8,366)</u>	<u>13,278</u>
		(126,253)	63,572
Working capital adjustments			
Increase in debtors	20	(48,700)	(4,436)
Increase/(decrease) in creditors	21	49,154	(25,659)
Increase in deferred income		<u>16,480</u>	<u>43,500</u>
Net cash flows from operating activities		<u>(109,319)</u>	<u>76,977</u>
Cash flows from investing activities			
Purchase of intangible fixed assets	16	-	(15,680)
Purchase of tangible fixed assets	17	(3,542)	(27,531)
Purchase of investments	18	(276,787)	(284,517)
Sale of investments	18	<u>314,018</u>	<u>336,738</u>
Net cash flows from investing activities		<u>33,689</u>	<u>9,010</u>
Net (decrease)/increase in cash and cash equivalents		(75,630)	85,987
Cash and cash equivalents at 1 April		<u>144,503</u>	<u>58,516</u>
Cash and cash equivalents at 31 March		<u><u>68,873</u></u>	<u><u>144,503</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

17 Finkle Street
Kendal
Cumbria
LA9 4AB

The principal place of business is:

17 Finkle Street
Kendal
Cumbria
LA9 4AB

These financial statements were authorised for issue by the trustees on 30 July 2019.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2018.

No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a deficit after tax for the financial year of £176,410 (2018 - deficit of £4,693).

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in the statement of financial activities from the effective date of acquisition or up to the effective date of disposal, as appropriate. Where necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with those used by the group.

The purchase method of accounting is used to account for business combinations that result in the acquisition of subsidiaries by the group. The cost of a business combination is measured as the fair value of the assets given, equity instruments issued and liabilities incurred or assumed at the date of exchange, plus costs directly attributable to the business combination. Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date. Any excess of the cost of the business combination over the acquirer's interest in the net fair value of the identifiable assets, liabilities and contingent liabilities recognised is recorded as goodwill.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group. Non-controlling interests in the net assets of consolidated subsidiaries are identified separately from the group's equity therein. Non-controlling interests consist of the amount of those interests at the date of the original business combination and the non-controlling shareholder's share of changes in equity since the date of the combination. Total comprehensive income is attributed to non-controlling interests even if this results in the non-controlling interests having a deficit balance.

Going concern

The trustees consider that there are no material uncertainties about the group's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the group.

Income and endowments

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

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

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

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets

Intangible assets are stated in the Balance Sheet at cost less accumulated amortisation and impairment. They are amortised on a straight line basis over their estimated useful lives.

Tangible fixed assets

Individual fixed assets costing £200.00 or more are initially recorded at cost.

Amortisation

Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Compass eHub	20% straight line

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Land and buildings	2% straight line
Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	Over 3 - 7 years
Motor vehicles	33% straight line

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Research and development

Development expenditure incurred on an individual project is carried forward when its future recoverability can reasonably be regarded as assured. Any expenditure carried forward is amortised in line with the expected future income from the related project.

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Foreign exchange

Transactions in foreign currencies are recorded at the rate of exchange at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are reported at the rates of exchange prevailing at that date.

The results of overseas operations are translated at the average rates of exchange during the period and their balance sheets at the rates ruling at the balance sheet date. Exchange differences arising on translation of the opening net assets and results of overseas operations are reported in other comprehensive income and accumulated in equity (attributed to non-controlling interests as appropriate).

Other exchange differences are recognised in the Statement of Financial Activities in the period in which they arise except for:

- 1) exchange differences on transactions entered into to hedge certain foreign currency risks (see above);
- 2) exchange differences arising on gains or losses on non-monetary items which are recognised in other comprehensive income; and
- 3) in the case of the consolidated financial statements, exchange differences on monetary items receivable from or payable to a foreign operation for which settlement is neither planned nor likely to occur (therefore forming part of the net investment in the foreign operation), which are recognised in other comprehensive income and reported under equity.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the group.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

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Notes to the Financial Statements for the Year Ended 31 March 2019

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the group becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the group after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the group intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the group transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the group, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Investments

Investments in non-convertible preference shares and non-puttable ordinary or preference shares (where shares are publicly traded or their fair value is reliably measurable) are measured at fair value through profit or loss. Where fair value cannot be measured reliably, investments are measured at cost less impairment.

Investments in subsidiaries and associates are measured at cost less impairment. For investments in subsidiaries acquired for consideration including the issue of shares qualifying for merger relief, cost is measured by reference to the nominal value of the shares issued plus fair value of other consideration. Any premium is ignored.

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

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Notes to the Financial Statements for the Year Ended 31 March 2019

3 Income from donations and legacies

	Unrestricted funds		
	General	Total	Total
	£	2019	2018
		£	£
Donations and legacies;			
Donations from individuals	13,756	13,756	18,167
Legacies	-	-	2,471
Grants, including capital grants;			
Donations from community groups	25,022	25,022	21,239
	<u>38,778</u>	<u>38,778</u>	<u>41,877</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
CCF/CCC Place Based Prevention Programme	-	232,500	232,500	335,833
One Digital Project	-	35,600	35,600	33,537
CCF PBS	-	-	-	10,112
RBS Financial Inclusion	-	17,451	17,451	17,451
Digital Leadership Fund	-	28,324	28,324	-
CCC Compass operation online	-	32,754	32,754	27,295
Big Lottery - Reaching Communities	-	98,548	98,548	99,186
Morrisons Foundation grant	-	11,928	11,928	-
Sobell Foundation	-	6,000	6,000	-
Care Navigator - CCG	-	-	-	48,767
BWB Stephen Lloyd Award	-	2,000	2,000	-
Money management - United Utilities	-	-	-	21,178
Rayne Foundation Grant	-	5,000	5,000	-
Winter Warmth - CCF grants	-	43,200	43,200	45,845
Eric Wright Trust grant	-	10,000	10,000	20,000
Postcode Community Trust	-	-	-	20,000
Agnes Backhouse Trust	-	16,000	16,000	16,000
Age UK - Benefits take up	-	9,920	9,920	8,742
Age UK - Winter Warmth Campaign	-	18,250	18,250	18,250
Age UK Ambitions for Later Life	-	19,250	19,250	15,750
Age UK Take Home and Settle	-	-	-	10,857
Gateway Group for exercise classes	-	500	500	-
Friends Exchange - Frieda Scott, Awards for All, Garfield Weston Fund	-	-	-	10,000
Falls Awareness Champion Programme	-	-	-	10,000
Age UK Support Services	800	-	800	-
Gwyneth Forest Trust	-	-	-	25,000
EON Handyperson Home Energy	-	9,000	9,000	9,900
E ON Warm Homes plus	-	5,788	5,788	1,750
Smart Energy GB	-	-	-	4,895
The Roselands Trust	-	-	-	4,600

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
CCF Barrow Gateway Grant	-	-	-	7,897
Ambleside Masonic Lodge	-	-	-	750
Proven Family Trust	-	-	-	400
Age UK retainer	15,000	-	15,000	15,000
	<u>15,800</u>	<u>602,013</u>	<u>617,813</u>	<u>838,995</u>

5 Income from other trading activities

	Unrestricted funds	Total 2019	Total 2018
	General £	£	£
Trading income;			
Shop income from sale of donated goods and services	1,152,838	1,152,838	1,191,176
Sales of goods and services	242,345	242,345	148,746
Other trading income	1,163	1,163	-
	<u>1,396,346</u>	<u>1,396,346</u>	<u>1,339,922</u>

6 Investment income

	Unrestricted funds	Total 2019	Total 2018
	General £	£	£
Interest receivable and similar income;			
Interest receivable on bank deposits	35	35	9
Other income from fixed asset investments	19,666	19,666	19,772
	<u>19,701</u>	<u>19,701</u>	<u>19,781</u>

7 Other income

	Total 2019	Total 2018
	£	£
Staff time on Compass eHub capitalised	<u>-</u>	<u>4,680</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

8 Expenditure on raising funds

a) Costs of trading activities

		Unrestricted funds		
	Note	General £	Total 2019 £	Total 2018 £
Fundraising trading costs;				
Fees payable to fundraising agents		20,645	20,645	22,408
Retail trading costs:				
Staff costs		651,936	651,936	638,745
Costs of goods sold		144,642	144,642	92,955
Trading subsidiary costs		77	77	64
Events and conferences		405	405	405
Property costs		203,845	203,845	192,586
Marketing and publicity		3,100	3,100	1,833
Depreciation, amortisation and other similar costs		19,112	19,112	23,481
Other direct costs of activities for generating funds		91,935	91,935	92,183
Business development costs (excluding staff costs)	10	12,296	12,296	11,148
		<u>1,147,993</u>	<u>1,147,993</u>	<u>1,075,808</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

b) Investment management costs

	Note	Unrestricted funds	Total 2019	Total 2018
		General £	£	£
Other investment management costs;				
Amounts payable to investment managers		3,697	3,697	3,893
		<u>3,697</u>	<u>3,697</u>	<u>3,893</u>
	Direct costs	Allocated support costs	Total 2019	Total 2018
	£	£	£	£
Costs of generating donations and legacies	20,645	-	20,645	22,408
Costs of trading activities	1,077,444	24,952	1,102,396	1,024,620
Investment management costs	3,697	-	3,697	3,893
Other expenditure	-	24,952	24,952	28,780
	<u>1,101,786</u>	<u>49,904</u>	<u>1,151,690</u>	<u>1,079,701</u>

9 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
Community Action Team	58,181	250,638	308,819	354,396
Client Services	278,659	490,652	769,311	766,559
Gateway Project	-	-	-	2,020
Governance costs	27,595	-	27,595	33,994
	<u>364,435</u>	<u>741,290</u>	<u>1,105,725</u>	<u>1,156,969</u>
	Activity undertaken directly	Activity support costs	Total 2019	Total 2018
	£	£	£	£
Community Action Team	175,743	133,076	308,819	354,396
Client Services	636,234	133,077	769,311	766,559
Gateway Project	-	-	-	2,020
Governance	10,960	16,635	27,595	33,994
	<u>822,937</u>	<u>282,788</u>	<u>1,105,725</u>	<u>1,156,969</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

£364,435 (2018 - £427,327) of the above expenditure was attributable to unrestricted funds and £741,290 (2018 - £729,642) to restricted funds.

10 Analysis of governance and support costs

Governance costs

	Unrestricted funds		(As restated)
	General	Total	Total
	£	2019	2018
		£	£
Staff costs			
Wages and salaries	7,491	7,491	8,464
Social security costs	539	539	703
Pension costs	398	398	453
Other staff costs	9	9	435
Audit fees			
Audit of the financial statements	4,050	4,050	4,050
Other fees paid to auditors	5,704	5,704	8,324
Legal fees	81	81	850
Depreciation, amortisation and other similar costs	-	-	1,700
Other governance costs	679	679	640
Allocated support costs	8,644	8,644	8,374
	<u>27,595</u>	<u>27,595</u>	<u>33,993</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

11 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2019	2018
	£	£
Depreciation of fixed assets	37,593	37,192
Amortisation of software development	<u>20,931</u>	<u>17,795</u>

12 Trustees remuneration and expenses

During the year the group made the following transactions with trustees:

J McLeod

£Nil (2018: £50) of expenses were reimbursed to J McLeod during the year.

No trustees, nor any persons connected with them, have received any remuneration from the group during the year.

No trustees have received any other benefits from the charity during the year.

The amount expenses waived by the trustees during the year totalled £Nil (2018 - £267).

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Notes to the Financial Statements for the Year Ended 31 March 2019

13 Staff costs

The aggregate payroll costs were as follows:

	2019	2018
	£	£
Staff costs during the year were:		
Wages and salaries	1,245,893	1,259,609
Social security costs	85,564	91,583
Pension costs	43,192	40,873
Other staff costs	3,735	7,870
	<u>1,378,384</u>	<u>1,399,935</u>

The monthly average number of persons (including senior management team) employed by the group during the year expressed as full time equivalents was as follows:

	2019	2018
	No	No
Operations and specialist services	22	22
Organisational support	5	8
Income generation and retail	32	28
	<u>59</u>	<u>58</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the group were £186,104 (2018 - £172,570).

14 Auditors' remuneration

	2019	2018
	£	£
Audit of the financial statements	<u>4,050</u>	<u>4,050</u>
Other fees to auditors		
The auditing of accounts of any associate of the charity	660	1,500
Audit-related assurance services	3,740	3,850
Taxation compliance services	1,000	2,300
All other tax advisory services	-	150
All other non-audit services	304	524
	<u>5,704</u>	<u>8,324</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

15 Taxation

The group is a registered charity and is therefore exempt from taxation.

16 Intangible fixed assets

Group

	Compass eHub £	Total £
Cost		
At 1 April 2018	<u>104,656</u>	<u>104,656</u>
At 31 March 2019	<u>104,656</u>	<u>104,656</u>
Amortisation		
At 1 April 2018	<u>17,795</u>	<u>17,795</u>
Charge for the year	<u>20,931</u>	<u>20,931</u>
At 31 March 2019	<u>38,726</u>	<u>38,726</u>
Net book value		
At 31 March 2019	<u>65,930</u>	<u>65,930</u>
At 31 March 2018	<u>86,861</u>	<u>86,861</u>

Charity

	Compass eHub £	Total £
Cost		
At 1 April 2018	<u>104,656</u>	<u>104,656</u>
At 31 March 2019	<u>104,656</u>	<u>104,656</u>
Amortisation		
At 1 April 2018	<u>17,795</u>	<u>17,795</u>
Charge for the year	<u>20,931</u>	<u>20,931</u>
At 31 March 2019	<u>38,726</u>	<u>38,726</u>
Net book value		
At 31 March 2019	<u>65,930</u>	<u>65,930</u>
At 31 March 2018	<u>86,861</u>	<u>86,861</u>

The Compass eHub is valued at the cost of components and staff time.

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Notes to the Financial Statements for the Year Ended 31 March 2019

Development costs

Development costs have been capitalised in accordance with FRS 102 Section 18 Intangible Assets other than Goodwill and are therefore not treated as a deficit to the charity.

17 Tangible fixed assets

Group

	Land and buildings £	Furniture and equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2018	613,061	236,285	4,500	853,846
Additions	<u>2,130</u>	<u>1,412</u>	<u>-</u>	<u>3,542</u>
At 31 March 2019	<u>615,191</u>	<u>237,697</u>	<u>4,500</u>	<u>857,388</u>
Depreciation				
At 1 April 2018	126,695	184,763	4,500	315,958
Charge for the year	<u>18,305</u>	<u>19,287</u>	<u>-</u>	<u>37,592</u>
At 31 March 2019	<u>145,000</u>	<u>204,050</u>	<u>4,500</u>	<u>353,550</u>
Net book value				
At 31 March 2019	<u>470,191</u>	<u>33,647</u>	<u>-</u>	<u>503,838</u>
At 31 March 2018	<u>486,366</u>	<u>51,522</u>	<u>-</u>	<u>537,888</u>

Included within the net book value of land and buildings above is £422,972 (2018 - £430,861) in respect of freehold land and buildings and £47,219 (2018 - £55,505) in respect of leaseholds.

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Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	Land and buildings £	Furniture and equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2018	613,061	236,285	4,500	853,846
Additions	<u>2,130</u>	<u>1,412</u>	<u>-</u>	<u>3,542</u>
At 31 March 2019	<u>615,191</u>	<u>237,697</u>	<u>4,500</u>	<u>857,388</u>
Depreciation				
At 1 April 2018	126,695	184,763	4,500	315,958
Charge for the year	<u>18,305</u>	<u>19,287</u>	<u>-</u>	<u>37,592</u>
At 31 March 2019	<u>145,000</u>	<u>204,050</u>	<u>4,500</u>	<u>353,550</u>
Net book value				
At 31 March 2019	<u>470,191</u>	<u>33,647</u>	<u>-</u>	<u>503,838</u>
At 31 March 2018	<u>486,366</u>	<u>51,522</u>	<u>-</u>	<u>537,888</u>

Included within the net book value of land and buildings above is £422,972 (2018 - £434,366) in respect of freehold land and buildings and £47,219 (2018 - £52,000) in respect of leaseholds.

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Notes to the Financial Statements for the Year Ended 31 March 2019

18 Fixed asset investments

Group

	2019	2018
	£	£
Other investments	<u>586,622</u>	<u>615,487</u>

Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2018	595,287	20,200	615,487
Revaluation	8,366	-	8,366
Additions	120,005	156,782	276,787
Disposals	<u>(160,316)</u>	<u>(153,702)</u>	<u>(314,018)</u>
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
Net book value			
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
At 31 March 2018	<u>595,287</u>	<u>20,200</u>	<u>615,487</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	2019	2018
	£	£
Other investments	<u>586,622</u>	<u>615,487</u>

Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2018	595,287	20,200	615,487
Revaluation	8,366	-	8,366
Additions	120,005	156,782	276,787
Disposals	<u>(160,316)</u>	<u>(153,702)</u>	<u>(314,018)</u>
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
Net book value			
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
At 31 March 2018	<u>595,287</u>	<u>20,200</u>	<u>615,487</u>

Unlisted investments comprise cash held as part of the portfolio.

19 Stock

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Finished goods	<u>46,033</u>	<u>31,238</u>	<u>-</u>	<u>-</u>

20 Debtors

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Trade debtors	69,774	26,248	46,470	26,248
Due from group undertakings	-	-	69,753	44,691
Prepayments	32,035	24,941	30,633	24,251
VAT recoverable	<u>13,374</u>	<u>14,538</u>	<u>13,374</u>	<u>16,340</u>
	<u>115,183</u>	<u>65,727</u>	<u>160,230</u>	<u>111,530</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

21 Creditors: amounts falling due within one year

	Group		Charity	
	(As restated)		(As restated)	
	2019	2018	2019	2018
	£	£	£	£
Trade creditors	64,651	47,832	59,766	41,373
Resources held for third parties	33,449	273	33,449	273
Other taxation and social security	19,357	24,193	19,357	24,193
Other creditors	5,313	-	5,313	-
Accruals	10,730	13,612	10,070	12,962
Deferred income	59,980	43,500	59,980	43,500
	<u>193,480</u>	<u>129,410</u>	<u>187,935</u>	<u>122,301</u>

Deferred income

Group	2019
	£
Deferred income at 1 April 2018	43,500
Resources deferred in the period	49,980
Amounts released from previous periods	<u>(33,500)</u>
Deferred income at 31 March 2019	<u>59,980</u>

Charity	2019
	£
Deferred income at 1 April 2018	43,500
Resources deferred in the period	49,980
Amounts released from previous periods	<u>(33,500)</u>
Deferred income at 31 March 2019	<u>59,980</u>

Resources held for Third Parties as agent or custodian trustee

Group and Charity	Brought forward	Received	Paid out	Carried forward
	£	£	£	£
Hawkshead Club	273	3,148	(2,156)	1,265
East ICC Locality grant and Public Health Locality grant		33,500	(1,316)	32,184
	<u>273</u>	<u>36,648</u>	<u>(3,472)</u>	<u>33,449</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

22 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Land and buildings				
Within one year	137,215	136,250	137,215	136,250
Between one and five years	322,028	383,630	322,028	383,630
After five years	<u>86,233</u>	<u>125,701</u>	<u>86,233</u>	<u>125,701</u>
	<u><u>545,476</u></u>	<u><u>645,581</u></u>	<u><u>545,476</u></u>	<u><u>645,581</u></u>
Other				
Within one year	29,789	30,353	29,789	30,353
Between one and five years	<u>30,897</u>	<u>30,768</u>	<u>30,897</u>	<u>30,768</u>
	<u><u>60,686</u></u>	<u><u>61,121</u></u>	<u><u>60,686</u></u>	<u><u>61,121</u></u>

23 Pension and other schemes

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £43,192 (2018 - £40,872).

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Notes to the Financial Statements for the Year Ended 31 March 2019

24 Funds

Charity

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2019 £
Unrestricted funds						
<i>General</i>						
Remaining unrestricted funds	10,112	1,334,694	(1,321,670)	122,301	8,366	153,803
<i>Designated</i>						
Fixed asset fund	624,749	-	(58,523)	3,542	-	569,768
General core reserve	400,000	-	-	-	-	400,000
Planned investment in services	<u>170,271</u>	<u>-</u>	<u>-</u>	<u>(125,843)</u>	<u>-</u>	<u>44,428</u>
	<u>1,195,020</u>	<u>-</u>	<u>(58,523)</u>	<u>(122,301)</u>	<u>-</u>	<u>1,014,196</u>
Total Unrestricted funds	<u>1,205,132</u>	<u>1,334,694</u>	<u>(1,380,193)</u>	<u>-</u>	<u>8,366</u>	<u>1,167,999</u>
Restricted funds						
Age UK - Benefits Take Up	-	9,920	(9,920)	-	-	-
Age UK - Winter Warmth	-	18,250	(18,250)	-	-	-
Age UK - Ambitions for Later Life	-	19,250	(19,250)	-	-	-
E ON HHE Handyperson						
Home energy	-	9,000	(9,000)	-	-	-
E ON Warm Homes plus	-	5,788	(5,788)	-	-	-
Place Based Prevention Programme	-	232,500	(232,500)	-	-	-
CCC Operation of Compass online	-	32,754	(32,754)	-	-	-
Cumbria Community Foundation PBP	77,500	-	(77,500)	-	-	-
Digital Leadership Fund	-	28,324	(28,324)	-	-	-
One Digital Project	20,410	35,600	(56,010)	-	-	-
Postcode Community Trust	15,000	-	(15,000)	-	-	-
Eric Wright Trust	10,000	10,000	(20,000)	-	-	-
RBS Financial Inclusion	-	17,451	(17,451)	-	-	-

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2019 £
Big Lottery - Stay Healthy Longer	-	98,548	(98,548)	-	-	-
Cumbria Community Foundation Winter Warmth	6,695	43,200	(44,730)	-	-	5,165
Agnes Backhouse Charitable Trust	23,136	16,000	(15,437)	-	-	23,699
Morrisons Foundation Grant	-	11,928	(11,928)	-	-	-
Garfield Weston Fund - Friends Exchange	3,333	-	(3,333)	-	-	-
CCC Falls Awareness Champion	6,667	-	(6,667)	-	-	-
Sobell Foundation	-	6,000	(6,000)	-	-	-
Frieda Scott Trust - Friends Exchange	5,000	-	(5,000)	-	-	-
Rayne Foundation Grant	-	5,000	(5,000)	-	-	-
BWB Stephen Lloyd Award	-	2,000	(2,000)	-	-	-
Ambleside Masonic Lodge	695	-	-	-	-	695
Proven Family Trust	400	-	(400)	-	-	-
Gateway Group for exercise classes	-	500	(500)	-	-	-
Total restricted funds	168,836	602,013	(741,290)	-	-	29,559
Total funds	1,373,968	1,936,707	(2,121,483)	-	8,366	1,197,558

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2018 £
Unrestricted funds						
<i>General</i>						
Remaining unrestricted funds	77,471	1,446,260	(1,452,041)	(48,300)	(13,278)	10,112
<i>Designated</i>						
Fixed asset fund	636,525	-	(54,987)	43,211	-	624,749
General core reserve	400,000	-	-	-	-	400,000
Planned investment in services	165,182	-	-	5,089	-	170,271
	<u>1,201,707</u>	<u>-</u>	<u>(54,987)</u>	<u>48,300</u>	<u>-</u>	<u>1,195,020</u>
Total unrestricted funds	<u>1,279,178</u>	<u>1,446,260</u>	<u>(1,507,028)</u>	<u>-</u>	<u>(13,278)</u>	<u>1,205,132</u>
Restricted funds						
Age UK - Benefits Take Up	-	8,742	(8,742)	-	-	-
Age UK - Winter Warmth	-	18,250	(18,250)	-	-	-
Age UK - Ambitions for Later Life	7,000	15,750	(22,750)	-	-	-
E ON HHE Handyperson						
Home energy	-	9,900	(9,900)	-	-	-
E ON Warm Homes plus	-	1,750	(1,750)	-	-	-
Place Based Prevention Programme	-	4,895	(4,895)	-	-	-
CCC Operation of Compass online	-	27,295	(27,295)	-	-	-
Cumbria Community Foundation PBP	-	335,833	(258,333)	-	-	77,500
Age UK Lancashire - Take Home and Settle	3,144	10,857	(14,001)	-	-	-
Cumbria Community Foundation Compass	6,500	-	(6,500)	-	-	-
Cumbria Community Foundation PBS	-	10,112	(10,112)	-	-	-
Digital Leadership Fund	-	99,186	(99,186)	-	-	-
One Digital Project	-	33,537	(13,127)	-	-	20,410
Postcode Community Trust	-	20,000	(5,000)	-	-	15,000
Eric Wright Trust	-	20,000	(10,000)	-	-	10,000
RBS Financial Inclusion	-	17,451	(17,451)	-	-	-

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2018 £
United Utilities Grant	-	21,178	(21,178)	-	-	-
Henry Smith Charity	6,800	-	(6,800)	-	-	-
Cumbria Community Foundation Winter Warmth	7,405	45,845	(46,555)	-	-	6,695
Agnes Backhouse Charitable Trust	19,764	16,000	(12,628)	-	-	23,136
CCG Care Navigator	5,000	48,767	(53,767)	-	-	-
Awards for All - Friends Exchange	9,982	-	(9,982)	-	-	-
Garfield Weston Fund - Friends Exchange	8,333	-	(5,000)	-	-	3,333
CCC Falls Awareness Champion	-	10,000	(3,333)	-	-	6,667
The Roselands Trust	-	4,600	(4,600)	-	-	-
CCF Barrow Gateway grant	-	7,897	(7,897)	-	-	-
Sobell Foundation	8,500	-	(8,500)	-	-	-
Frieda Scott Trust - Friends Exchange	5,000	10,000	(10,000)	-	-	5,000
Rayne Foundation Grant	10,000	-	(10,000)	-	-	-
BWB Stephen Lloyd Award	2,055	-	(2,055)	-	-	-
Ambleside Masonic Lodge	-	750	(55)	-	-	695
Proven Family Trust	-	400	-	-	-	400
Total restricted funds	99,483	798,995	(729,642)	-	-	168,836
Total funds	1,378,661	2,245,255	(2,236,670)	-	(13,278)	1,373,968

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

25 Analysis of net assets between funds

Group

	Unrestricted funds		Restricted funds	Total funds
	General	Designated	funds	Total funds
	£	£	£	£
Intangible fixed assets	-	65,930	-	65,930
Tangible fixed assets	-	503,838	-	503,838
Fixed asset investments	142,194	444,428	-	586,622
Current assets	205,089	-	29,559	234,648
Current liabilities	(193,480)	-	-	(193,480)
Total net assets	153,803	1,014,196	29,559	1,197,558

	Unrestricted funds		Restricted funds	Total funds at 31 March 2018
	General	Designated	funds	Total funds at 31 March 2018
	£	£	£	£
Intangible fixed assets	-	86,861	-	86,861
Tangible fixed assets	-	537,888	-	537,888
Fixed asset investments	45,216	570,271	-	615,487
Current assets	94,306	-	168,836	263,142
Current liabilities	(129,410)	-	-	(129,410)
Total net assets	10,112	1,195,020	168,836	1,373,968

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	Unrestricted funds		Restricted funds	Total funds
	General £	Designated £	£	£
Intangible fixed assets	-	65,930	-	65,930
Tangible fixed assets	-	503,838	-	503,838
Fixed asset investments	142,194	444,428	-	586,622
Current assets	199,544	-	29,559	229,103
Current liabilities	(187,935)	-	-	(187,935)
Total net assets	<u>153,803</u>	<u>1,014,196</u>	<u>29,559</u>	<u>1,197,558</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2018
	General £	Designated £	£	£
Intangible fixed assets	-	86,861	-	86,861
Tangible fixed assets	-	537,888	-	537,888
Fixed asset investments	45,216	570,271	-	615,487
Current assets	87,197	-	168,836	256,033
Current liabilities	(122,301)	-	-	(122,301)
Total net assets	<u>10,112</u>	<u>1,195,020</u>	<u>168,836</u>	<u>1,373,968</u>

26 Analysis of net funds

Group

	At 1 April 2018 £	Cash flow £	At 31 March 2019 £
Cash at bank and in hand	144,503	(75,630)	68,873
Net debt	<u>144,503</u>	<u>(75,630)</u>	<u>68,873</u>

Group

	At 1 April 2017 £	Cash flow £	At 31 March 2018 £
Cash at bank and in hand	58,516	85,987	144,503
Net debt	<u>58,516</u>	<u>85,987</u>	<u>144,503</u>

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

27 Related party transactions

Charity

There were no related party transactions in the year.

Company registration number: 07540805

Charity registration number: 1141415

Age UK South Lakeland Ltd

known as

Age UK South Lakeland

(A company limited by guarantee)

Annual Report and Financial Statements

for the Age UK South Lakeland Ltd Group

for the Year Ended 31 March 2019

**Stables Thompson & Briscoe
Chartered Accountants & Statutory Auditors
Lowther House
Lowther Street
Kendal
Cumbria
LA9 4DX**

Age UK South Lakeland Ltd
known as Age UK South Lakeland

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Age UK South Lakeland Ltd

known as Age UK South Lakeland

Reference and Administrative Details

Chairman	P A Smith
Chief Executive	H Tomlinson
Trustees	M French J McLeod S Newell P A Smith J Wright
Senior Management Team	P Lewis, Client Services Manager J O'Brien, Head of Retail/Income Generation J Park, Compliance & Volunteer Manager J Sunderland, Finance Manager
Principal Office	17 Finkle Street Kendal Cumbria LA9 4AB
Registered Office	17 Finkle Street Kendal Cumbria LA9 4AB The charity is incorporated in England.
Company Registration Number	07540805
Charity Registration Number	1141415
Solicitors	Thomson Hayton Winkley 114-116 Stricklandgate Kendal Cumbria LA9 4QA
Bankers	Barclays Bank PLC 9 Highgate Kendal Cumbria LA9 4DF
Auditor	Stables Thompson & Briscoe Chartered Accountants & Statutory Auditors Lowther House Lowther Street Kendal Cumbria LA9 4DX

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2019.

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

Trustees during the year

J Bateson (resigned 3 September 2018)

P Clarke (resigned 26 February 2019)

M French (appointed 24 April 2018)

J McLeod

S Newell

P A Smith

S Senior (resigned 10 September 2018)

J Wright

Objectives and activities

Objects and aims

The trustees of Age UK South Lakeland consider their purpose is to govern an organisation that exists to improve the lives of older people in South Lakeland.

Our ambition is that in South Lakeland everyone in later life:

- Has a decent income
- Can feel well and enjoy life as much as possible
- Can access high quality health and care services
- Feels comfortable, safe and secure at home
- Feels valued by their local community with opportunities to join, volunteer, learn or work
- As a citizen with rights, has their voice heard and can influence decisions that affect them

Our strategy as we work toward this ambition over the next three years is to work with and for older people in order to:

- Provide information, advice and assistance that helps people to access benefits and exercise choice to make best use of their resources and improve their experience of daily life
- Help build stronger communities that increase people's social contact and wellbeing
- Support the development of more responsive health and welfare services that offer people holistic and timely services reflecting their needs and circumstances
- Help the voices of older people and their lived experience to be heard
- Generate independent income streams that enable us to invest in activity which is not a current public sector priority

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

Objectives, strategies and activities

Our ambition cannot be achieved only by our action within South Lakeland. We will continue to work with and through Age UK nationally, with whom we are Brand Partners and have a shared overall strategy. We will also work with the other Age UK groups and any other partners across Cumbria who share our ambition.

As we develop our annual business plans which set out our actions to deliver our strategy, we will:

- Gather and use evidence
- Involve older people
- Respond to the particular challenges of dispersed and rural communities in South Lakeland
- Develop partnerships and the means for strong collaboration within the third sector and with statutory organisations
- Seek to ensure that our input contributes to lasting improvements for individuals and their communities

We have adopted a set of values which should be evident to older people, our staff, our volunteers and our partners in all aspects of our work. They are to:

- Be respectful
- Be inclusive
- Be positive
- Be realistic
- Be empowering
- Make a difference in people's lives

Public benefit

The charity works with local older people to help them retain their independence and exercise real choice in their lives.

We aim to do this by:

- delivering services that help to meet the needs of older people and fit with the other local services in the communities in which they live;
- informing and advising older people of their rights and options;
- advocating for and on behalf of older people on issues which matter to them as individuals or communities, consistently and constantly to ensure we fully understand their needs.

Full details of the charity's activities in the year can be found in the Annual Report filed with the Charity Commission.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Financial review

This year's accounts show a deficit of £176,410 due to the restricted funds of £168,836 received last year but spent in the current year on the projects they funded. The operating deficit was £7,574 but with restricted funds carried forward this resulted in a deficit on unrestricted funds of £37,133. However, as grants become harder to obtain the charity is looking at different ways of improving its income stream to maintain services.

Age UK South Lakeland Ltd
known as Age UK South Lakeland

Trustees' Report

Policy on reserves

The Trustees maintain reserves, which are Charity funds to be realised at short notice if required. Should the funds fall below the agreed level, immediate steps would be taken to reinstate them by cutting project expenditure. Property values are not taken into account in calculating these reserves.

The Trustees review the reserves on an annual basis, and for the year 2018/19 considered £400,000 to be a reasonable holding.

In reviewing the level for the year 2018/19 the Trustees accounted for the following:

- Normal day to day fluctuations in working capital and cash flow.

Three months of salary and rental obligations based on the 2018/19 budget were considered an appropriate amount.

- Possible emergencies, such as cessation of trading at one of the retail units for the sale of donated goods or the loss of three months' sales for the Kendal Furniture Warehouse.

As at 31 March 2019, the charity as a group held funds totalling £1,197,558 of which £569,768 was held as tangible and intangible assets and £44,428 was the planned investment in services for 2019/20. This left £583,362 of which 29,559 represented restricted funds and £400,000 the core holding so that free reserves had increased in the year from £10,112 to £153,803. This is in line with the charity's objective of providing services while maintaining sufficient reserves.

Principal funding sources

The charity obtains funding for its charitable activities from a range of funders including the Big Lottery and Age UK partners. It also aims to improve funding from its range of charity shops to supplement these sources of funding and self support projects where other funding may not be available.

Investment policy and objectives

Sanlam Private Investments manage the organisation's investment portfolio on behalf of the Trustees. The Trustees review investment performance every six months and receive reports from the investment company every quarter. The Trustees consider that the guiding principle of the agreed investment policy is to generate funds for the Charity, but that they will not invest in a particular business in the following circumstances:

- Where such investment might conflict with the aims, objectives or activities of the Charity. For example, investment in the tobacco or alcohol industries would be inconsistent with the health and wellbeing priorities for the Charity and investment in the armaments industry.

- Where such investment might hamper the work of Age UK South Lakeland by alienating actual or potential financial supporters.

Investments continued to perform in line with the objective of generating income while maintaining or growing capital.

Structure, governance and management

Nature of governing document

The charity is a company limited by guarantee. The company took over the assets of the charity known as Age UK South Lakeland (charity number 508390) on 1 April 2011 and is now registered as charity number 1141415.

Age UK South Lakeland is an independent charity registered with the Charity Commission and governed by a group of trustees who have been elected by the membership of the charity.

The charity has been operating locally since April 1978.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
Trustees' Report

Recruitment and appointment of trustees

The Chairman is elected for three years and shall not serve more than two consecutive terms of office. In accordance with the governing document the Trustees can co-opt up to one third of their number during the course of the reporting period. Co-opted trustees must be re-elected at the following AGM. One third of the board retires by rotation at each AGM and is eligible for re-election at that AGM.

Only one Trustee has served for longer than nine years. This appointment has been reviewed and it is felt that the value in terms of knowledge of the organisation and understanding of beneficiaries far outweighs any possible risks.

Induction and training of trustees

All new Trustees are offered the opportunity to meet with key staff in the organisation, and are given copies of Board of Trustees' minutes and papers for the past six months, the most recent Trustees' Annual Report and Accounts, a copy of the Constitution and CC3 - The Essential Trustee (Charity Commission).

The Board of Trustees have adopted the Charity Governance Code and use it to review Board performance and identify training needs.

Arrangements for setting key management personnel remuneration

In December 2017 a benchmarking exercise was undertaken by external consultants to set the salary levels for the senior management team. The intention is to repeat this benchmarking exercise on a regular basis.

Relationships with related parties

Age UK

The charity is a brand partner with the national charity Age UK and is part of a network of more than 170 brand partners across England and local partners based in Wales, Northern Ireland and Scotland.

As a brand partner with Age UK the trustees have agreed to deliver a local information and advice service working with older people. This is part of a wider range of information, advice and practical support services.

Age UK South Lakeland Trading CIC

The charity set up a wholly owned subsidiary in the year to take over and develop the small amount of trading done in new goods. The subsidiary started trading on 1 January 2017 and will remit all profits made to the parent company by gift aid.

Financial instruments

Objectives and policies

The Group's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The charity does not use derivative financial instruments.

Cash flow risk

The Group's activities expose it primarily to the financial risks of changes in economic conditions, funding availability and investment income rates.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
Trustees' Report

Credit risk

The Group's principal financial assets are bank balances and cash, trade and other receivables, and investments. Where any risk relates to trade receivables, an allowance for impairment is made. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies. The Group has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

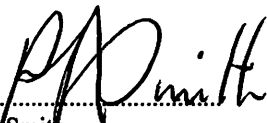
Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Group uses a mixture of long-term and short-term investments. Further details regarding liquidity risk can be found in the Statement of accounting policies in the financial statements.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 30 July 2019 and signed on its behalf by:


.....
P A Smith
Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Statement of Trustees' Responsibilities

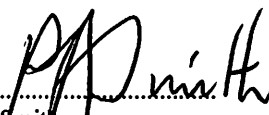
The trustees (who are also the directors of Age UK South Lakeland Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 30 July 2019 and signed on its behalf by:


.....
P A Smith
Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

Opinion

We have audited the financial statements of Age UK South Lakeland Ltd (the 'charitable parent company') and its subsidiaries (the 'group') for the year ended 31 March 2019, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, , Balance Sheet, Consolidated Statement of Cash Flows, Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charity's affairs as at 31 March 2019 and of the group's results 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.

Basis for opinion

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

Conclusions relating to going concern

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

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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:

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 7), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd

Auditor's responsibilities for the audit of the financial statements

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's or the parent charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or the parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


Use of this report

This report is made solely to the charitable parent company's trustees, 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's trustees 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 parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Independent Auditor's Report to the Members of Age UK South Lakeland Ltd



Helen Holmes BSc FCA (Senior Statutory Auditor)
For and on behalf of Stables Thompson & Briscoe, Statutory Auditor

Lowther House
Lowther Street
Kendal
Cumbria
LA9 4DX

Date: 17/9/19

Age UK South Lakeland Ltd

known as Age UK South Lakeland

**Consolidated Statement of Financial Activities for the Year Ended 31 March 2019
(Including Consolidated Income and Expenditure Account and Statement of Total
Recognised Gains and Losses)**

	Note	Unrestricted funds £	Restricted funds £	Total 2019 £
Income and Endowments from:				
Donations and legacies	3	38,778	-	38,778
Charitable activities	4	15,800	602,013	617,813
Other trading activities	5	1,396,346	-	1,396,346
Investment income	6	19,701	-	19,701
Total income		<u>1,470,625</u>	<u>602,013</u>	<u>2,072,638</u>
Expenditure on:				
Raising funds	8	(1,151,690)	-	(1,151,690)
Charitable activities	9	<u>(364,434)</u>	<u>(741,290)</u>	<u>(1,105,724)</u>
Total expenditure		<u>(1,516,124)</u>	<u>(741,290)</u>	<u>(2,257,414)</u>
Gains/losses on investment assets		<u>8,366</u>	<u>-</u>	<u>8,366</u>
Net expenditure		<u>(37,133)</u>	<u>(139,277)</u>	<u>(176,410)</u>
Net movement in funds		(37,133)	(139,277)	(176,410)
Reconciliation of funds				
Total funds brought forward		<u>1,205,132</u>	<u>168,836</u>	<u>1,373,968</u>
Total funds carried forward	24	<u><u>1,167,999</u></u>	<u><u>29,559</u></u>	<u><u>1,197,558</u></u>

Age UK South Lakeland Ltd

known as Age UK South Lakeland

**Consolidated Statement of Financial Activities for the Year Ended 31 March 2019
(Including Consolidated Income and Expenditure Account and Statement of Total
Recognised Gains and Losses)**

Comparative - 2018	Note	Unrestricted funds £	Restricted funds £	Total 2018 £
Income and Endowments from:				
Donations and legacies	3	41,877	-	41,877
Charitable activities	4	40,000	798,995	838,995
Other trading activities	5	1,339,922	-	1,339,922
Investment income	6	19,781	-	19,781
Other income	7	4,680	-	4,680
Total Income		<u>1,446,260</u>	<u>798,995</u>	<u>2,245,255</u>
Expenditure on:				
Raising funds	8	(1,079,701)	-	(1,079,701)
Charitable activities	9	<u>(427,327)</u>	<u>(729,642)</u>	<u>(1,156,969)</u>
Total Expenditure		<u>(1,507,028)</u>	<u>(729,642)</u>	<u>(2,236,670)</u>
Gains/losses on investment assets		<u>(13,278)</u>	-	<u>(13,278)</u>
Net (expenditure)/income		<u>(74,046)</u>	<u>69,353</u>	<u>(4,693)</u>
Net movement in funds		<u>(74,046)</u>	<u>69,353</u>	<u>(4,693)</u>
Reconciliation of funds				
Total funds brought forward		<u>1,279,178</u>	<u>99,483</u>	<u>1,378,661</u>
Total funds carried forward	24	<u>1,205,132</u>	<u>168,836</u>	<u>1,373,968</u>


All of the group's activities derive from continuing operations during the above two periods.

The funds breakdown for 2018 is shown in note 24.

Age UK South Lakeland Ltd
known as Age UK South Lakeland
(Registration number: 07540805)
Consolidated Balance Sheet as at 31 March 2019

	Note	2019 £	(As restated) 2018 £
Fixed assets			
Intangible assets	16	65,930	86,861
Tangible assets	17	503,838	537,888
Investments		<u>586,622</u>	<u>615,487</u>
		<u>1,156,390</u>	<u>1,240,236</u>
Current assets			
Stocks	19	46,033	31,238
Debtors	20	115,183	65,727
Cash at bank and in hand		<u>73,432</u>	<u>166,177</u>
		234,648	263,142
Creditors: Amounts falling due within one year	21	<u>(193,480)</u>	<u>(129,410)</u>
Net current assets		<u>41,168</u>	<u>133,732</u>
Net assets		<u>1,197,558</u>	<u>1,373,968</u>
Funds of the group:			
Restricted funds		29,559	168,836
Unrestricted income funds			
Unrestricted funds		<u>1,167,999</u>	<u>1,205,132</u>
Total funds	24	<u>1,197,558</u>	<u>1,373,968</u>

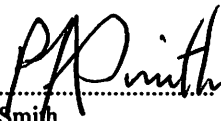
The financial statements on pages 12 to 46 were approved by the trustees, and authorised for issue on 30 July 2019 and signed on their behalf by:


P A Smith
Chairman

Age UK South Lakeland Ltd
known as Age UK South Lakeland
(Registration number: 07540805)
Balance Sheet as at 31 March 2019

	Note	2019 £	(As restated) 2018 £
Fixed assets			
Intangible assets	16	65,930	86,861
Tangible assets	17	503,838	537,888
Investments		<u>586,622</u>	<u>615,487</u>
		<u>1,156,390</u>	<u>1,240,236</u>
Current assets			
Debtors	20	160,230	111,530
Cash at bank and in hand		<u>68,873</u>	<u>144,503</u>
		229,103	256,033
Creditors: Amounts falling due within one year	21	<u>(187,935)</u>	<u>(122,301)</u>
Net current assets		<u>41,168</u>	<u>133,732</u>
Net assets		<u>1,197,558</u>	<u>1,373,968</u>
Funds of the charity:			
Restricted funds		29,559	168,836
Unrestricted income funds			
Unrestricted funds		<u>1,167,999</u>	<u>1,205,132</u>
Total funds	24	<u>1,197,558</u>	<u>1,373,968</u>

The financial statements on pages 12 to 46 were approved by the trustees, and authorised for issue on 30 July 2019 and signed on their behalf by:



 P A Smith
 Chairman

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Consolidated Statement of Cash Flows for the Year Ended 31 March 2019

	Note	2019 £	(As restated) 2018 £
Cash flows from operating activities			
Net cash expenditure		(176,410)	(4,693)
Adjustments to cash flows from non-cash items			
Depreciation	17	37,592	37,192
Amortisation	16	20,931	17,795
Investment income	6	(19,701)	(19,781)
Revaluation of investments		<u>(8,366)</u>	<u>13,278</u>
		(145,954)	43,791
Working capital adjustments			
Increase in stocks	19	(14,795)	(9,383)
(Increase)/decrease in debtors	20	(49,456)	21,644
Increase/(decrease) in creditors	21	47,590	(26,342)
Increase in deferred income		<u>16,480</u>	<u>43,500</u>
Net cash flows from operating activities		<u>(146,135)</u>	<u>73,210</u>
Cash flows from investing activities			
Interest receivable and similar income	6	19,701	19,781
Purchase of intangible fixed assets	16	-	(15,680)
Purchase of tangible fixed assets	17	(3,542)	(27,531)
Purchase of investments	18	(276,787)	(284,517)
Sale of investments	18	<u>314,018</u>	<u>336,738</u>
Net cash flows from investing activities		<u>53,390</u>	<u>28,791</u>
Net (decrease)/increase in cash and cash equivalents		(92,745)	102,001
Cash and cash equivalents at 1 April		<u>166,177</u>	<u>64,176</u>
Cash and cash equivalents at 31 March		<u><u>73,432</u></u>	<u><u>166,177</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Statement of Cash Flows for the Year Ended 31 March 2019

	Note	2019 £	(As restated) 2018 £
Cash flows from operating activities			
Net cash expenditure		(176,410)	(4,693)
Adjustments to cash flows from non-cash items			
Depreciation	17	37,592	37,192
Amortisation	16	20,931	17,795
Revaluation of investments		<u>(8,366)</u>	<u>13,278</u>
		(126,253)	63,572
Working capital adjustments			
Increase in debtors	20	(48,700)	(4,436)
Increase/(decrease) in creditors	21	49,154	(25,659)
Increase in deferred income		<u>16,480</u>	<u>43,500</u>
Net cash flows from operating activities		<u>(109,319)</u>	<u>76,977</u>
Cash flows from investing activities			
Purchase of intangible fixed assets	16	-	(15,680)
Purchase of tangible fixed assets	17	(3,542)	(27,531)
Purchase of investments	18	(276,787)	(284,517)
Sale of investments	18	<u>314,018</u>	<u>336,738</u>
Net cash flows from investing activities		<u>33,689</u>	<u>9,010</u>
Net (decrease)/increase in cash and cash equivalents		(75,630)	85,987
Cash and cash equivalents at 1 April		<u>144,503</u>	<u>58,516</u>
Cash and cash equivalents at 31 March		<u><u>68,873</u></u>	<u><u>144,503</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

1 Charity status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

17 Finkle Street
Kendal
Cumbria
LA9 4AB

The principal place of business is:

17 Finkle Street
Kendal
Cumbria
LA9 4AB

These financial statements were authorised for issue by the trustees on 30 July 2019.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

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

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2018.

No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a deficit after tax for the financial year of £176,410 (2018 - deficit of £4,693).

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in the statement of financial activities from the effective date of acquisition or up to the effective date of disposal, as appropriate. Where necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with those used by the group.

The purchase method of accounting is used to account for business combinations that result in the acquisition of subsidiaries by the group. The cost of a business combination is measured as the fair value of the assets given, equity instruments issued and liabilities incurred or assumed at the date of exchange, plus costs directly attributable to the business combination. Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date. Any excess of the cost of the business combination over the acquirer's interest in the net fair value of the identifiable assets, liabilities and contingent liabilities recognised is recorded as goodwill.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group. Non-controlling interests in the net assets of consolidated subsidiaries are identified separately from the group's equity therein. Non-controlling interests consist of the amount of those interests at the date of the original business combination and the non-controlling shareholder's share of changes in equity since the date of the combination. Total comprehensive income is attributed to non-controlling interests even if this results in the non-controlling interests having a deficit balance.

Going concern

The trustees consider that there are no material uncertainties about the group's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the group.

Income and endowments

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

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

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

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets

Intangible assets are stated in the Balance Sheet at cost less accumulated amortisation and impairment. They are amortised on a straight line basis over their estimated useful lives.

Tangible fixed assets

Individual fixed assets costing £200.00 or more are initially recorded at cost.

Amortisation

Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Compass eHub	20% straight line

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Land and buildings	2% straight line
Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	Over 3 - 7 years
Motor vehicles	33% straight line

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Research and development

Development expenditure incurred on an individual project is carried forward when its future recoverability can reasonably be regarded as assured. Any expenditure carried forward is amortised in line with the expected future income from the related project.

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Foreign exchange

Transactions in foreign currencies are recorded at the rate of exchange at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are reported at the rates of exchange prevailing at that date.

The results of overseas operations are translated at the average rates of exchange during the period and their balance sheets at the rates ruling at the balance sheet date. Exchange differences arising on translation of the opening net assets and results of overseas operations are reported in other comprehensive income and accumulated in equity (attributed to non-controlling interests as appropriate).

Other exchange differences are recognised in the Statement of Financial Activities in the period in which they arise except for:

- 1) exchange differences on transactions entered into to hedge certain foreign currency risks (see above);
- 2) exchange differences arising on gains or losses on non-monetary items which are recognised in other comprehensive income; and
- 3) in the case of the consolidated financial statements, exchange differences on monetary items receivable from or payable to a foreign operation for which settlement is neither planned nor likely to occur (therefore forming part of the net investment in the foreign operation), which are recognised in other comprehensive income and reported under equity.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the group.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the group becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the group after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the group intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the group transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the group, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Investments

Investments in non-convertible preference shares and non-puttable ordinary or preference shares (where shares are publicly traded or their fair value is reliably measurable) are measured at fair value through profit or loss. Where fair value cannot be measured reliably, investments are measured at cost less impairment.

Investments in subsidiaries and associates are measured at cost less impairment. For investments in subsidiaries acquired for consideration including the issue of shares qualifying for merger relief, cost is measured by reference to the nominal value of the shares issued plus fair value of other consideration. Any premium is ignored.

Fair value measurement

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

3 Income from donations and legacies

	Unrestricted funds		
	General	Total	Total
	£	2019	2018
		£	£
Donations and legacies;			
Donations from individuals	13,756	13,756	18,167
Legacies	-	-	2,471
Grants, including capital grants;			
Donations from community groups	25,022	25,022	21,239
	<u>38,778</u>	<u>38,778</u>	<u>41,877</u>

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
CCF/CCC Place Based Prevention Programme	-	232,500	232,500	335,833
One Digital Project	-	35,600	35,600	33,537
CCF PBS	-	-	-	10,112
RBS Financial Inclusion	-	17,451	17,451	17,451
Digital Leadership Fund	-	28,324	28,324	-
CCC Compass operation online	-	32,754	32,754	27,295
Big Lottery - Reaching Communities	-	98,548	98,548	99,186
Morrisons Foundation grant	-	11,928	11,928	-
Sobell Foundation	-	6,000	6,000	-
Care Navigator - CCG	-	-	-	48,767
BWB Stephen Lloyd Award	-	2,000	2,000	-
Money management - United Utilities	-	-	-	21,178
Rayne Foundation Grant	-	5,000	5,000	-
Winter Warmth - CCF grants	-	43,200	43,200	45,845
Eric Wright Trust grant	-	10,000	10,000	20,000
Postcode Community Trust	-	-	-	20,000
Agnes Backhouse Trust	-	16,000	16,000	16,000
Age UK - Benefits take up	-	9,920	9,920	8,742
Age UK - Winter Warmth Campaign	-	18,250	18,250	18,250
Age UK Ambitions for Later Life	-	19,250	19,250	15,750
Age UK Take Home and Settle	-	-	-	10,857
Gateway Group for exercise classes	-	500	500	-
Friends Exchange - Frieda Scott, Awards for All, Garfield Weston Fund	-	-	-	10,000
Falls Awareness Champion Programme	-	-	-	10,000
Age UK Support Services	800	-	800	-
Gwyneth Forest Trust	-	-	-	25,000
EON Handyperson Home Energy	-	9,000	9,000	9,900
E ON Warm Homes plus	-	5,788	5,788	1,750
Smart Energy GB	-	-	-	4,895
The Roselands Trust	-	-	-	4,600

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
CCF Barrow Gateway Grant	-	-	-	7,897
Ambleside Masonic Lodge	-	-	-	750
Proven Family Trust	-	-	-	400
Age UK retainer	15,000	-	15,000	15,000
	<u>15,800</u>	<u>602,013</u>	<u>617,813</u>	<u>838,995</u>

5 Income from other trading activities

	Unrestricted funds	Total 2019	Total 2018
	General £	£	£
Trading income;			
Shop income from sale of donated goods and services	1,152,838	1,152,838	1,191,176
Sales of goods and services	242,345	242,345	148,746
Other trading income	1,163	1,163	-
	<u>1,396,346</u>	<u>1,396,346</u>	<u>1,339,922</u>

6 Investment income

	Unrestricted funds	Total 2019	Total 2018
	General £	£	£
Interest receivable and similar income;			
Interest receivable on bank deposits	35	35	9
Other income from fixed asset investments	19,666	19,666	19,772
	<u>19,701</u>	<u>19,701</u>	<u>19,781</u>

7 Other income

	Total 2019	Total 2018
	£	£
Staff time on Compass eHub capitalised	-	4,680

Age UK South Lakeland Ltd

known as Age UK South Lakeland

Notes to the Financial Statements for the Year Ended 31 March 2019

8 Expenditure on raising funds

a) Costs of trading activities

		Unrestricted funds		
	Note	General £	Total 2019 £	Total 2018 £
Fundraising trading costs;				
Fees payable to fundraising agents		20,645	20,645	22,408
Retail trading costs:				
Staff costs		651,936	651,936	638,745
Costs of goods sold		144,642	144,642	92,955
Trading subsidiary costs		77	77	64
Events and conferences		405	405	405
Property costs		203,845	203,845	192,586
Marketing and publicity		3,100	3,100	1,833
Depreciation, amortisation and other similar costs		19,112	19,112	23,481
Other direct costs of activities for generating funds		91,935	91,935	92,183
Business development costs (excluding staff costs)	10	12,296	12,296	11,148
		<u>1,147,993</u>	<u>1,147,993</u>	<u>1,075,808</u>

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

b) Investment management costs

	Note	Unrestricted funds	Total 2019	Total 2018
		General £	£	£
Other investment management costs;				
Amounts payable to investment managers		3,697	3,697	3,893
		<u>3,697</u>	<u>3,697</u>	<u>3,893</u>
	Direct costs	Allocated support costs	Total 2019	Total 2018
	£	£	£	£
Costs of generating donations and legacies	20,645	-	20,645	22,408
Costs of trading activities	1,077,444	24,952	1,102,396	1,024,620
Investment management costs	3,697	-	3,697	3,893
Other expenditure	-	24,952	24,952	28,780
	<u>1,101,786</u>	<u>49,904</u>	<u>1,151,690</u>	<u>1,079,701</u>

9 Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	General £	£	£	£
Community Action Team	58,181	250,638	308,819	354,396
Client Services	278,659	490,652	769,311	766,559
Gateway Project	-	-	-	2,020
Governance costs	27,595	-	27,595	33,994
	<u>364,435</u>	<u>741,290</u>	<u>1,105,725</u>	<u>1,156,969</u>
	Activity undertaken directly	Activity support costs	Total 2019	Total 2018
	£	£	£	£
Community Action Team	175,743	133,076	308,819	354,396
Client Services	636,234	133,077	769,311	766,559
Gateway Project	-	-	-	2,020
Governance	10,960	16,635	27,595	33,994
	<u>822,937</u>	<u>282,788</u>	<u>1,105,725</u>	<u>1,156,969</u>

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

£364,435 (2018 - £427,327) of the above expenditure was attributable to unrestricted funds and £741,290 (2018 - £729,642) to restricted funds.

10 Analysis of governance and support costs

Governance costs

	Unrestricted funds		(As restated)
	General	Total	Total
	£	2019 £	2018 £
Staff costs			
Wages and salaries	7,491	7,491	8,464
Social security costs	539	539	703
Pension costs	398	398	453
Other staff costs	9	9	435
Audit fees			
Audit of the financial statements	4,050	4,050	4,050
Other fees paid to auditors	5,704	5,704	8,324
Legal fees	81	81	850
Depreciation, amortisation and other similar costs	-	-	1,700
Other governance costs	679	679	640
Allocated support costs	8,644	8,644	8,374
	<u>27,595</u>	<u>27,595</u>	<u>33,993</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

11 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2019	2018
	£	£
Depreciation of fixed assets	37,593	37,192
Amortisation of software development	<u>20,931</u>	<u>17,795</u>

12 Trustees remuneration and expenses

During the year the group made the following transactions with trustees:

J McLeod

£Nil (2018: £50) of expenses were reimbursed to J McLeod during the year.

No trustees, nor any persons connected with them, have received any remuneration from the group during the year.

No trustees have received any other benefits from the charity during the year.

The amount expenses waived by the trustees during the year totalled £Nil (2018 - £267).

Age UK South Lakeland Ltd
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Notes to the Financial Statements for the Year Ended 31 March 2019

13 Staff costs

The aggregate payroll costs were as follows:

	2019	2018
	£	£
Staff costs during the year were:		
Wages and salaries	1,245,893	1,259,609
Social security costs	85,564	91,583
Pension costs	43,192	40,873
Other staff costs	3,735	7,870
	<u>1,378,384</u>	<u>1,399,935</u>

The monthly average number of persons (including senior management team) employed by the group during the year expressed as full time equivalents was as follows:

	2019	2018
	No	No
Operations and specialist services	22	22
Organisational support	5	8
Income generation and retail	32	28
	<u>59</u>	<u>58</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the group were £186,104 (2018 - £172,570).

14 Auditors' remuneration

	2019	2018
	£	£
Audit of the financial statements	<u>4,050</u>	<u>4,050</u>
Other fees to auditors		
The auditing of accounts of any associate of the charity	660	1,500
Audit-related assurance services	3,740	3,850
Taxation compliance services	1,000	2,300
All other tax advisory services	-	150
All other non-audit services	304	524
	<u>5,704</u>	<u>8,324</u>

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

15 Taxation

The group is a registered charity and is therefore exempt from taxation.

16 Intangible fixed assets

Group

	Compass eHub £	Total £
Cost		
At 1 April 2018	<u>104,656</u>	<u>104,656</u>
At 31 March 2019	<u>104,656</u>	<u>104,656</u>
Amortisation		
At 1 April 2018	<u>17,795</u>	<u>17,795</u>
Charge for the year	<u>20,931</u>	<u>20,931</u>
At 31 March 2019	<u>38,726</u>	<u>38,726</u>
Net book value		
At 31 March 2019	<u>65,930</u>	<u>65,930</u>
At 31 March 2018	<u>86,861</u>	<u>86,861</u>

Charity

	Compass eHub £	Total £
Cost		
At 1 April 2018	<u>104,656</u>	<u>104,656</u>
At 31 March 2019	<u>104,656</u>	<u>104,656</u>
Amortisation		
At 1 April 2018	<u>17,795</u>	<u>17,795</u>
Charge for the year	<u>20,931</u>	<u>20,931</u>
At 31 March 2019	<u>38,726</u>	<u>38,726</u>
Net book value		
At 31 March 2019	<u>65,930</u>	<u>65,930</u>
At 31 March 2018	<u>86,861</u>	<u>86,861</u>

The Compass eHub is valued at the cost of components and staff time.

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Notes to the Financial Statements for the Year Ended 31 March 2019

Development costs

Development costs have been capitalised in accordance with FRS 102 Section 18 Intangible Assets other than Goodwill and are therefore not treated as a deficit to the charity.

17 Tangible fixed assets

Group

	Land and buildings £	Furniture and equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2018	613,061	236,285	4,500	853,846
Additions	<u>2,130</u>	<u>1,412</u>	<u>-</u>	<u>3,542</u>
At 31 March 2019	<u>615,191</u>	<u>237,697</u>	<u>4,500</u>	<u>857,388</u>
Depreciation				
At 1 April 2018	126,695	184,763	4,500	315,958
Charge for the year	<u>18,305</u>	<u>19,287</u>	<u>-</u>	<u>37,592</u>
At 31 March 2019	<u>145,000</u>	<u>204,050</u>	<u>4,500</u>	<u>353,550</u>
Net book value				
At 31 March 2019	<u>470,191</u>	<u>33,647</u>	<u>-</u>	<u>503,838</u>
At 31 March 2018	<u>486,366</u>	<u>51,522</u>	<u>-</u>	<u>537,888</u>

Included within the net book value of land and buildings above is £422,972 (2018 - £430,861) in respect of freehold land and buildings and £47,219 (2018 - £55,505) in respect of leaseholds.

Age UK South Lakeland Ltd

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Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	Land and buildings £	Furniture and equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2018	613,061	236,285	4,500	853,846
Additions	<u>2,130</u>	<u>1,412</u>	<u>-</u>	<u>3,542</u>
At 31 March 2019	<u>615,191</u>	<u>237,697</u>	<u>4,500</u>	<u>857,388</u>
Depreciation				
At 1 April 2018	126,695	184,763	4,500	315,958
Charge for the year	<u>18,305</u>	<u>19,287</u>	<u>-</u>	<u>37,592</u>
At 31 March 2019	<u>145,000</u>	<u>204,050</u>	<u>4,500</u>	<u>353,550</u>
Net book value				
At 31 March 2019	<u>470,191</u>	<u>33,647</u>	<u>-</u>	<u>503,838</u>
At 31 March 2018	<u>486,366</u>	<u>51,522</u>	<u>-</u>	<u>537,888</u>

Included within the net book value of land and buildings above is £422,972 (2018 - £434,366) in respect of freehold land and buildings and £47,219 (2018 - £52,000) in respect of leaseholds.

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Notes to the Financial Statements for the Year Ended 31 March 2019

18 Fixed asset investments

Group

	2019	2018
	£	£
Other investments	<u>586,622</u>	<u>615,487</u>

Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2018	595,287	20,200	615,487
Revaluation	8,366	-	8,366
Additions	120,005	156,782	276,787
Disposals	<u>(160,316)</u>	<u>(153,702)</u>	<u>(314,018)</u>
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
Net book value			
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
At 31 March 2018	<u>595,287</u>	<u>20,200</u>	<u>615,487</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	2019	2018
	£	£
Other investments	<u>586,622</u>	<u>615,487</u>

Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2018	595,287	20,200	615,487
Revaluation	8,366	-	8,366
Additions	120,005	156,782	276,787
Disposals	<u>(160,316)</u>	<u>(153,702)</u>	<u>(314,018)</u>
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
Net book value			
At 31 March 2019	<u>563,342</u>	<u>23,280</u>	<u>586,622</u>
At 31 March 2018	<u>595,287</u>	<u>20,200</u>	<u>615,487</u>

Unlisted investments comprise cash held as part of the portfolio.

19 Stock

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Finished goods	<u>46,033</u>	<u>31,238</u>	<u>-</u>	<u>-</u>

20 Debtors

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Trade debtors	69,774	26,248	46,470	26,248
Due from group undertakings	-	-	69,753	44,691
Prepayments	32,035	24,941	30,633	24,251
VAT recoverable	<u>13,374</u>	<u>14,538</u>	<u>13,374</u>	<u>16,340</u>
	<u>115,183</u>	<u>65,727</u>	<u>160,230</u>	<u>111,530</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

21 Creditors: amounts falling due within one year

	Group		Charity	
	(As restated)		(As restated)	
	2019	2018	2019	2018
	£	£	£	£
Trade creditors	64,651	47,832	59,766	41,373
Resources held for third parties	33,449	273	33,449	273
Other taxation and social security	19,357	24,193	19,357	24,193
Other creditors	5,313	-	5,313	-
Accruals	10,730	13,612	10,070	12,962
Deferred income	59,980	43,500	59,980	43,500
	<u>193,480</u>	<u>129,410</u>	<u>187,935</u>	<u>122,301</u>

Deferred income

Group	2019
	£
Deferred income at 1 April 2018	43,500
Resources deferred in the period	49,980
Amounts released from previous periods	<u>(33,500)</u>
Deferred income at 31 March 2019	<u>59,980</u>

Charity	2019
	£
Deferred income at 1 April 2018	43,500
Resources deferred in the period	49,980
Amounts released from previous periods	<u>(33,500)</u>
Deferred income at 31 March 2019	<u>59,980</u>

Resources held for Third Parties as agent or custodian trustee

Group and Charity	Brought forward	Received	Paid out	Carried forward
	£	£	£	£
Hawkshead Club	273	3,148	(2,156)	1,265
East ICC Locality grant and Public Health Locality grant		33,500	(1,316)	32,184
	<u>273</u>	<u>36,648</u>	<u>(3,472)</u>	<u>33,449</u>

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Notes to the Financial Statements for the Year Ended 31 March 2019

22 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Group		Charity	
	2019	2018	2019	2018
	£	£	£	£
Land and buildings				
Within one year	137,215	136,250	137,215	136,250
Between one and five years	322,028	383,630	322,028	383,630
After five years	<u>86,233</u>	<u>125,701</u>	<u>86,233</u>	<u>125,701</u>
	<u><u>545,476</u></u>	<u><u>645,581</u></u>	<u><u>545,476</u></u>	<u><u>645,581</u></u>
Other				
Within one year	29,789	30,353	29,789	30,353
Between one and five years	<u>30,897</u>	<u>30,768</u>	<u>30,897</u>	<u>30,768</u>
	<u><u>60,686</u></u>	<u><u>61,121</u></u>	<u><u>60,686</u></u>	<u><u>61,121</u></u>

23 Pension and other schemes

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £43,192 (2018 - £40,872).

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Notes to the Financial Statements for the Year Ended 31 March 2019

24 Funds

Charity

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2019 £
Unrestricted funds						
<i>General</i>						
Remaining unrestricted funds	10,112	1,334,694	(1,321,670)	122,301	8,366	153,803
<i>Designated</i>						
Fixed asset fund	624,749	-	(58,523)	3,542	-	569,768
General core reserve	400,000	-	-	-	-	400,000
Planned investment in services	<u>170,271</u>	<u>-</u>	<u>-</u>	<u>(125,843)</u>	<u>-</u>	<u>44,428</u>
	<u>1,195,020</u>	<u>-</u>	<u>(58,523)</u>	<u>(122,301)</u>	<u>-</u>	<u>1,014,196</u>
Total Unrestricted funds	<u>1,205,132</u>	<u>1,334,694</u>	<u>(1,380,193)</u>	<u>-</u>	<u>8,366</u>	<u>1,167,999</u>
Restricted funds						
Age UK - Benefits Take Up	-	9,920	(9,920)	-	-	-
Age UK - Winter Warmth	-	18,250	(18,250)	-	-	-
Age UK - Ambitions for Later Life	-	19,250	(19,250)	-	-	-
E ON HHE Handyperson						
Home energy	-	9,000	(9,000)	-	-	-
E ON Warm Homes plus	-	5,788	(5,788)	-	-	-
Place Based Prevention Programme	-	232,500	(232,500)	-	-	-
CCC Operation of Compass online	-	32,754	(32,754)	-	-	-
Cumbria Community Foundation PBP	77,500	-	(77,500)	-	-	-
Digital Leadership Fund	-	28,324	(28,324)	-	-	-
One Digital Project	20,410	35,600	(56,010)	-	-	-
Postcode Community Trust	15,000	-	(15,000)	-	-	-
Eric Wright Trust	10,000	10,000	(20,000)	-	-	-
RBS Financial Inclusion	-	17,451	(17,451)	-	-	-

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Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2019 £
Big Lottery - Stay Healthy Longer	-	98,548	(98,548)	-	-	-
Cumbria Community Foundation Winter Warmth	6,695	43,200	(44,730)	-	-	5,165
Agnes Backhouse Charitable Trust	23,136	16,000	(15,437)	-	-	23,699
Morrisons Foundation Grant	-	11,928	(11,928)	-	-	-
Garfield Weston Fund - Friends Exchange	3,333	-	(3,333)	-	-	-
CCC Falls Awareness Champion	6,667	-	(6,667)	-	-	-
Sobell Foundation	-	6,000	(6,000)	-	-	-
Frieda Scott Trust - Friends Exchange	5,000	-	(5,000)	-	-	-
Rayne Foundation Grant	-	5,000	(5,000)	-	-	-
BWB Stephen Lloyd Award	-	2,000	(2,000)	-	-	-
Ambleside Masonic Lodge	695	-	-	-	-	695
Proven Family Trust	400	-	(400)	-	-	-
Gateway Group for exercise classes	-	500	(500)	-	-	-
Total restricted funds	168,836	602,013	(741,290)	-	-	29,559
Total funds	1,373,968	1,936,707	(2,121,483)	-	8,366	1,197,558

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Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2018 £
Unrestricted funds						
<i>General</i>						
Remaining unrestricted funds	77,471	1,446,260	(1,452,041)	(48,300)	(13,278)	10,112
<i>Designated</i>						
Fixed asset fund	636,525	-	(54,987)	43,211	-	624,749
General core reserve	400,000	-	-	-	-	400,000
Planned investment in services	165,182	-	-	5,089	-	170,271
	<u>1,201,707</u>	<u>-</u>	<u>(54,987)</u>	<u>48,300</u>	<u>-</u>	<u>1,195,020</u>
Total unrestricted funds	<u>1,279,178</u>	<u>1,446,260</u>	<u>(1,507,028)</u>	<u>-</u>	<u>(13,278)</u>	<u>1,205,132</u>
Restricted funds						
Age UK - Benefits Take Up	-	8,742	(8,742)	-	-	-
Age UK - Winter Warmth	-	18,250	(18,250)	-	-	-
Age UK - Ambitions for Later Life	7,000	15,750	(22,750)	-	-	-
E ON HHE Handyperson						
Home energy	-	9,900	(9,900)	-	-	-
E ON Warm Homes plus	-	1,750	(1,750)	-	-	-
Place Based Prevention Programme	-	4,895	(4,895)	-	-	-
CCC Operation of Compass online	-	27,295	(27,295)	-	-	-
Cumbria Community Foundation PBP	-	335,833	(258,333)	-	-	77,500
Age UK Lancashire - Take Home and Settle	3,144	10,857	(14,001)	-	-	-
Cumbria Community Foundation Compass	6,500	-	(6,500)	-	-	-
Cumbria Community Foundation PBS	-	10,112	(10,112)	-	-	-
Digital Leadership Fund	-	99,186	(99,186)	-	-	-
One Digital Project	-	33,537	(13,127)	-	-	20,410
Postcode Community Trust	-	20,000	(5,000)	-	-	15,000
Eric Wright Trust	-	20,000	(10,000)	-	-	10,000
RBS Financial Inclusion	-	17,451	(17,451)	-	-	-

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Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2018 £
United Utilities Grant	-	21,178	(21,178)	-	-	-
Henry Smith Charity	6,800	-	(6,800)	-	-	-
Cumbria Community Foundation Winter Warmth	7,405	45,845	(46,555)	-	-	6,695
Agnes Backhouse Charitable Trust	19,764	16,000	(12,628)	-	-	23,136
CCG Care Navigator	5,000	48,767	(53,767)	-	-	-
Awards for All - Friends Exchange	9,982	-	(9,982)	-	-	-
Garfield Weston Fund - Friends Exchange	8,333	-	(5,000)	-	-	3,333
CCC Falls Awareness Champion	-	10,000	(3,333)	-	-	6,667
The Roselands Trust	-	4,600	(4,600)	-	-	-
CCF Barrow Gateway grant	-	7,897	(7,897)	-	-	-
Sobell Foundation	8,500	-	(8,500)	-	-	-
Frieda Scott Trust - Friends Exchange	5,000	10,000	(10,000)	-	-	5,000
Rayne Foundation Grant	10,000	-	(10,000)	-	-	-
BWB Stephen Lloyd Award	2,055	-	(2,055)	-	-	-
Ambleside Masonic Lodge	-	750	(55)	-	-	695
Proven Family Trust	-	400	-	-	-	400
Total restricted funds	99,483	798,995	(729,642)	-	-	168,836
Total funds	1,378,661	2,245,255	(2,236,670)	-	(13,278)	1,373,968

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Notes to the Financial Statements for the Year Ended 31 March 2019

25 Analysis of net assets between funds

Group

	Unrestricted funds		Restricted funds	Total funds
	General	Designated	funds	funds
	£	£	£	£
Intangible fixed assets	-	65,930	-	65,930
Tangible fixed assets	-	503,838	-	503,838
Fixed asset investments	142,194	444,428	-	586,622
Current assets	205,089	-	29,559	234,648
Current liabilities	(193,480)	-	-	(193,480)
Total net assets	153,803	1,014,196	29,559	1,197,558

	Unrestricted funds		Restricted funds	Total funds at 31 March 2018
	General	Designated	funds	funds
	£	£	£	£
Intangible fixed assets	-	86,861	-	86,861
Tangible fixed assets	-	537,888	-	537,888
Fixed asset investments	45,216	570,271	-	615,487
Current assets	94,306	-	168,836	263,142
Current liabilities	(129,410)	-	-	(129,410)
Total net assets	10,112	1,195,020	168,836	1,373,968

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Notes to the Financial Statements for the Year Ended 31 March 2019

Charity

	Unrestricted funds		Restricted funds	Total funds
	General £	Designated £	£	£
Intangible fixed assets	-	65,930	-	65,930
Tangible fixed assets	-	503,838	-	503,838
Fixed asset investments	142,194	444,428	-	586,622
Current assets	199,544	-	29,559	229,103
Current liabilities	(187,935)	-	-	(187,935)
Total net assets	153,803	1,014,196	29,559	1,197,558

	Unrestricted funds		Restricted funds	Total funds at 31 March 2018
	General £	Designated £	£	£
Intangible fixed assets	-	86,861	-	86,861
Tangible fixed assets	-	537,888	-	537,888
Fixed asset investments	45,216	570,271	-	615,487
Current assets	87,197	-	168,836	256,033
Current liabilities	(122,301)	-	-	(122,301)
Total net assets	10,112	1,195,020	168,836	1,373,968

26 Analysis of net funds

Group

	At 1 April 2018 £	Cash flow £	At 31 March 2019 £
Cash at bank and in hand	144,503	(75,630)	68,873
Net debt	144,503	(75,630)	68,873

Group

	At 1 April 2017 £	Cash flow £	At 31 March 2018 £
Cash at bank and in hand	58,516	85,987	144,503
Net debt	58,516	85,987	144,503

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Notes to the Financial Statements for the Year Ended 31 March 2019

27 Related party transactions

Charity

There were no related party transactions in the year.