

Improving later life Together



**Report of Trustees
and Annual Accounts**
2011/12



We all want the best possible later life
for our families, our friends and ourselves.
With your help, we can change lives.

Together.



Message from the Chairman and Chief Executive	2
The year in numbers	4
Money matters	6
Health & wellbeing	10
Home & care	16
Travel & lifestyle	20
Work & learning	24
Closer to home	28
Around the world	34
How we raise our funds	41
Planning for 2012/13 and beyond	45
Public Benefit Reporting	45
Financial review	46
Corporate governance	53
Age UK and its partners	55
Risk and internal control	55
Independent auditors' report to the members of Age UK	59
Age UK	87
Professional advisers	88

Welcome

Improving later life

Funding and finance

Corporate governance

Auditors' report and accounts

Message from the Chairman and Chief Executive

This has been another strong year for Age UK as we continue to deliver on our core mission of improving later life, both across the UK and around the world.

The public recognition of Age UK has grown, and over 80 per cent of the population are now aware of us. Over 3 million people accessed our website for information and advice or to learn more about what we do and the products and services we offer.

Our flagship Information and Advice service reached over 6 million people through our telephone advice line and information guides. We have worked closely with our partners to deliver a service that combines our expertise – 49 local Age UKs integrated their services with our national advice line.

The network of local Age UKs in England now covers 95 per cent of the 65+ population. This year we have worked with more than 160 local partners to deliver better services, in a challenging context of public spending cuts and changes to commissioning. In addition, we have worked with our national partners Age Cymru, Age NI and Age Scotland to help them support older people in those countries. More than 280 organisations have expressed an interest in joining with us as a Friend of Age UK.

In 2011/12, Age UK was voted by MPs and Peers as the most influential charity in Westminster. Our campaigning activities have focused on social care and pension reform and we have received significant media coverage about these and other matters affecting older people. We were pleased that our calls to slow down the equalisation of retirement ages resulted in a £1.2 billion concession from the Government during the consideration of the Pensions Bill.

Age UK has been at the forefront of debate around our social care system, calling for an end to the crisis in social care. We fought to secure the long-term affordability and sustainability of the system in government plans for reform. We have also worked through the Dignity in Care Commission to ensure that our health and social care system treats all people with dignity and respect, irrespective of their care setting, as a matter of priority.



Dianne Jeffrey CBE DL Chairman



Tom Wright CBE Group Chief Executive

It was a strong year financially with incoming resources for the year having increased by £11.3 million to £167.7 million, due to strengthened performance by our fundraising and trading activities. Our charitable expenditure grew to over £80 million, with our grant-giving locally and internationally increasing by over £6 million.

This year, 2012, is proving to be an exciting one for Age UK. We have launched Age International, the UK member of the HelpAge International global network. Age International is the only UK-based charity focusing on older people in developing countries.

Age UK has also become a founding member of Go ON UK, an initiative of Martha Lane Fox. Together with the BBC, TalkTalk, Post Office, E.ON, Everything Everywhere, and the Big Lottery, Age UK is working to achieve Go ON's vision of having 95 per cent of the UK population online by 2020.

Additionally, we have created The Wireless from Age UK, our new radio station intended to entertain, inform and connect with our audience. Older people are featured in and involved with the content. This is one of the ways in which we are working to improve and strengthen our reach and the ways we engage with older people.

Further, we are making significant investment in our retail estate and other income-generation activities to grow our funds and deliver even more for older people in the future.

Age UK remains determined to improve later life across the UK and around the world so that we can all look forward to getting older. This is an extraordinary challenge that will only be achieved by working together with people of all ages, other charities, government and the private sector. This report outlines how we worked throughout 2011/12 to achieve our mission by working together with the public and with our local, national and corporate partners to make a difference to the lives of older people.

We would like to take this opportunity to thank Age UK's Trustees, our senior management team, staff and volunteers for their contribution to the work of Age UK.

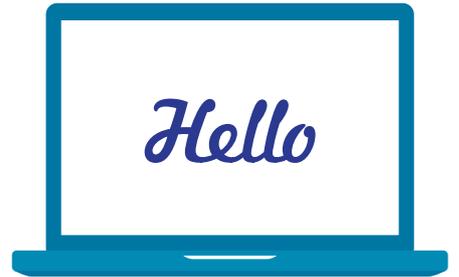
We are pleased to present our Annual Report and Accounts.




OUR HANDYPERSON SERVICE
VISITED NEARLY
14,000 HOMES

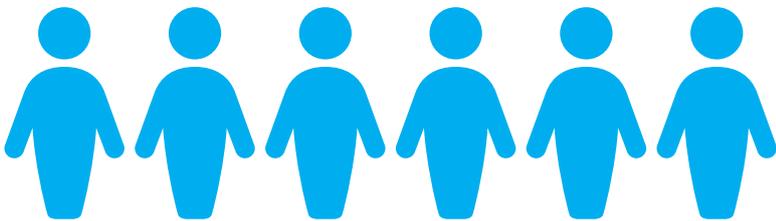
7,000

OLDER PEOPLE
LEARNED ABOUT THE
SOCIAL BENEFITS
OF THE INTERNET



DURING ITEA AND
BISCUITS WEEK

OUR INFORMATION AND ADVICE SERVICE



REACHED 6 MILLION PEOPLE

**MORE THAN
7,400 VALUABLE
VOLUNTEERS
SUPPORTED
OUR WORK**




WE DELIVERED 1.4 MILLION SERVICES
TO 860,000 PEOPLE
IN MORE THAN 40
DEVELOPING COUNTRIES



130,000
PEOPLE SIGNED
OUR PETITION
**TO END THE
CRISIS IN CARE**



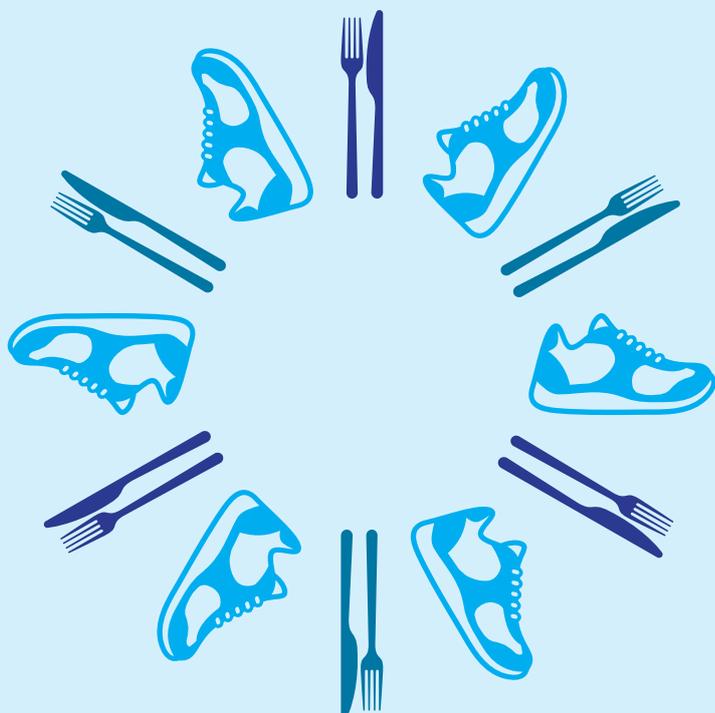
WE HELPED OLDER PEOPLE CLAIM



£140 MILLION

IN BENEFITS THEY WERE ENTITLED TO

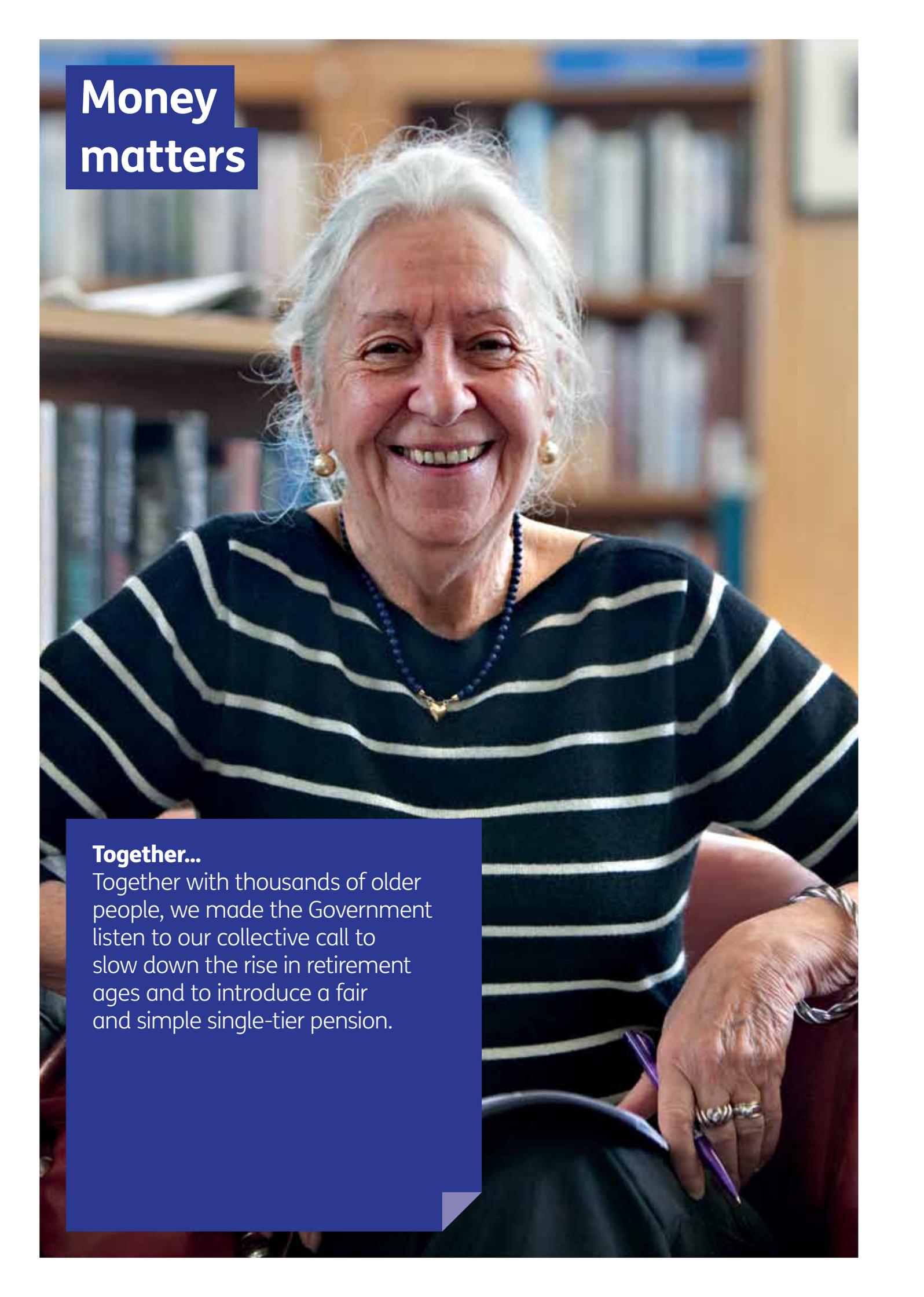
WE HELPED MORE THAN
65,000 OLDER PEOPLE



KEEP ACTIVE AND EAT WELL
THROUGH FIT AS A FIDDLE



95% OF ENGLISH
POSTCODES ARE
COVERED BY
A LOCAL AGE UK



Money matters

Together...

Together with thousands of older people, we made the Government listen to our collective call to slow down the rise in retirement ages and to introduce a fair and simple single-tier pension.

We believe that people in later life should have enough income from state and private sources to enjoy their later years and participate fully in society, both now and in the future. We help older people by offering information and advice on planning for retirement, understanding entitlements, and through campaigning for fair and easy-to-understand State Pension arrangements.

We said we would help older people, with the support of local Age UKs, to claim £120 million in benefits.
We helped older people claim £140 million in benefits they were entitled to.

We said we would campaign to end pensioner poverty and maximise income in retirement.
We secured a Government amendment to the Pensions Bill – a £1.2 billion spending commitment to stop the retirement age rising as quickly as planned, which would have impacted on the retirement plans of up to 3 million older people.

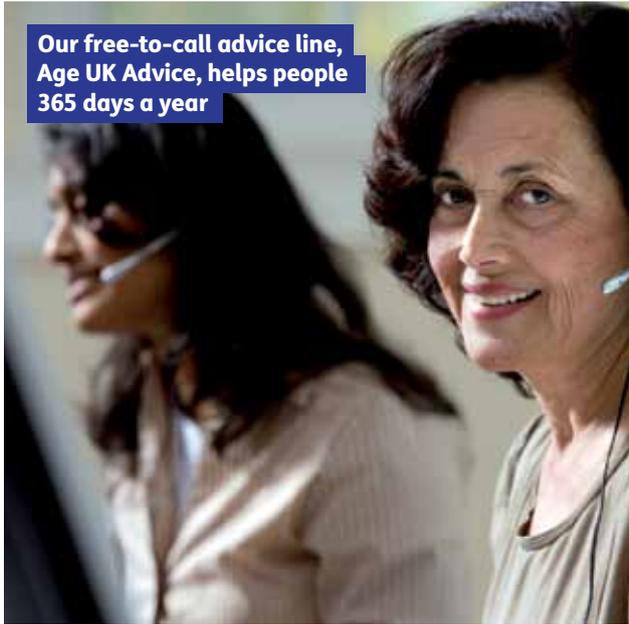
We called for a simpler, fairer State Pension and the Government plans to introduce a single-tier State Pension of around £140 a week.

We said we would let people know how we can help through our Let's Talk Money campaign, which will reach an audience of over 1 million.
We reached over 3 million people through Let's Talk Money by offering expert information and advice through our advice line, helpful leaflets and guides and extensive campaign media coverage.



We said we would extend Age UK Advice to cover debt advice.
We delivered training to advice line staff on debt advice and are now taking people's calls.

We said we would ensure that our information is available in our shops and that we direct people to local services for assistance.
We provided essential information and advice guides and factsheets throughout our shop network and are working hard to make sure people are signposted to relevant local services, often provided by local Age UKs.



Our free-to-call advice line, Age UK Advice, helps people 365 days a year

Getting people what they are entitled to

Our flagship Information and Advice service delivers trusted advice to millions of people each year. Our free-to-call advice line, Age UK Advice, helps people 365 days a year, from 8am until 7pm.

Together with local Age UKs, we helped uncover over £140 million in benefits for older people by providing expert information and advice about entitlements and how to claim them. Also, through our E.ON-sponsored energy programme, we helped 32,189 people access benefits advice, identifying £16.6 million of potential benefits.



OLDER PEOPLE CLAIMED



**£140 MILLION
IN EXTRA BENEFITS**



Campaigning for pension reform

Reforms to pensions were a key focus for our campaigning and policy work.

We were pleased when our calls for a simpler, fairer State Pension resulted in the Government’s commitment to introduce a single-tier State Pension of around £140 a week.

[Our calls for a simpler, fairer State Pension resulted in the Government’s commitment to introduce a single-tier State Pension of around £140 a week.](#)

We also campaigned to reduce the impact of planned changes to the State Pension age.

The Pensions Bill 2011 proposed to equalise men’s and women’s State Pension age at 65 in November 2018, and then raise it to 66 by April 2020. This was six years earlier than planned and we thought it would not leave those affected with enough time to plan for their financial futures.

Through our State Pension age campaign we secured a £1.2 billion spending commitment to stop the retirement age rising so quickly – a move that would have impacted on the retirement plans of up to 3 million older people, particularly women born in 1953 and 1954.





Our 2012 More Money in Your Pocket campaign aimed to reduce pensioner poverty and maximise people's income

Providing simple advice on money matters

We produced useful guides to give straightforward advice on money and finances as part of our Let's Talk Money (2011) and More Money in Your Pocket (2012) campaigns.

The Let's Talk Money campaign looked at making people's money go further, increasing their income, and helping people planning for retirement.

Our 2012 More Money in Your Pocket campaign aimed to reduce pensioner poverty and maximise people's income by increasing the benefit take-up of people who are entitled to claim but do not. We have distributed more than 252,000 *More Money in Your Pocket* guides so far.

Our energy partner E.ON sponsored two other information guides – *Managing Your Money* and *Save Energy, Pay Less* – that have gone to thousands of older people.

Our plans for 2012/13

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

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

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

→ We will ensure that we are able to help older people understand the impact of the introduction of universal credit in April 2013 by training our people to provide expert advice on the issue and by providing helpful guides and factsheets.



Health & wellbeing



Together...

Together with field-leading experts and academic institutions, we conducted social and medical research that helped us to understand the impact of ageing. Alongside the practical help we offered to get people active, this wealth of peer-reviewed knowledge will support people to live happier and healthier later lives, now and in the future.

Age UK's vision is for all older people to have the opportunity and support to live happy and healthy lives through equal access to appropriate prevention, treatment and rehabilitation services.



We said we would fund research into age-related conditions.

We continued to support research into age-related conditions through new and existing research partnerships and collaborations, including:

- a £500,000 grant for phase 2 of The Disconnected Mind, a major research project into cognitive ageing
- £100,000 a year for a three-year knowledge transfer programme with the World Health Organization (WHO).

We said we would help more than 40,000 people to improve their physical and mental wellbeing through Fit as a Fiddle.

We have helped more than 65,000 older people, new to Fit as a Fiddle, learn about keeping active, eating healthily and improving their mental health. We have also trained more than 1,300 volunteers to help us deliver these services, many of whom are older people themselves.

We said we would publish new information guides to help carers and people with dementia.

We have done the groundwork and are planning to deliver a suite of dedicated guides in 2012.

We said we would carry out training, publicity and practical action to prevent falls.

We held our annual Falls Awareness Week in June 2011 with 55,700 people getting involved in events.

Our evaluation found that:

- 51% felt more confident
- 69% said they would be telling a friend what they learned
- 35% said they were planning on starting an exercise class because of the event they went to.

We said we would develop work with local Age UKs to tackle isolation and loneliness and promote health, independence and wellbeing in later life.

We have established eight partnerships with local Age UKs with our befriending service, Call in Time, to complement their services or providing one where none exists to help reduce isolation and loneliness among older people.

We have worked with more than 90 local Age UKs to deliver local Fit as a Fiddle activities, many of which are now self-sustaining.

Researching age-related conditions

We help fund extensive research into age-related conditions and have sustained our existing portfolio of research projects under our peer-reviewed, grant-funded, Research into Ageing programme over the last year.

The projects we help fund will increase our understanding of age-related health conditions and move us closer to new methods of prevention, treatment, diagnosis and management.

In November 2011 we launched the next grant round for research to improve the health and wellbeing of older people.

WE HELP FUND EXTENSIVE RESEARCH INTO



AGE-RELATED CONDITIONS



The projects we help fund will increase our understanding of age-related health conditions

Investigating the impact of cognitive ageing

We continue to invest in The Disconnected Mind, a major research project at the University of Edinburgh that looks at cognitive ageing. Our aim is to translate the findings into social impact for current and future generations.

Supported by a grant of £500,000 from Age UK, the Edinburgh team began recalling volunteers, who were at an average age of 76, for their third wave of cognitive and physical testing, and brain imaging. Analysis of data from the previous two waves continues.

Understanding the state of the nation

We initiated a programme of research at the Peninsula Medical School to produce an annual 'state of the nation' report on the health of older people for the next three years.

The research will underpin our policy on older people's health. We committed £96,149 to year one, in which the project addressed two questions.

1. As a country, how successful have we been in preventing later life disease and disability?
2. How well are we delivering high-quality medical treatments for the common disabling diseases of later life?

Working with expert partners at home and abroad

We have started a three-year programme of work on knowledge transfer with the World Health Organization under the theme of 'Ageing and Health' and are contributing £100,000 a year. We launched the first project at World Health Day 2012.

We have an agreement with the National Academy for an Aging Society in Washington DC to co-produce issues of their well-recognised journal, *Public Policy & Aging Report*. The theme of the first issue is 'Age Discrimination' and it looks in part at healthcare delivery. We are planning to jointly launch the journal with the US Senate and House of Commons later in 2012.

Improving Later Life

In 2011 we launched *Improving Later Life*, a publication developed in collaboration with the country's leading academics that pulls together existing research on ageing and offers ten common-sense tips on how to age well.

Tackling isolation and loneliness

Over 700,000 older people in the UK report that they always or often feel lonely. To help counter this we run Call in Time, a telephone befriending service that aims to reduce isolation and loneliness, which last year reached 437 people with the vital support of 413 corporate volunteers.

Preventing falls

Our annual Falls Awareness Week, which takes place each June, offers an opportunity for older people, their relatives and carers to find out more about falls and take part in local classes and services that can help prevent them.

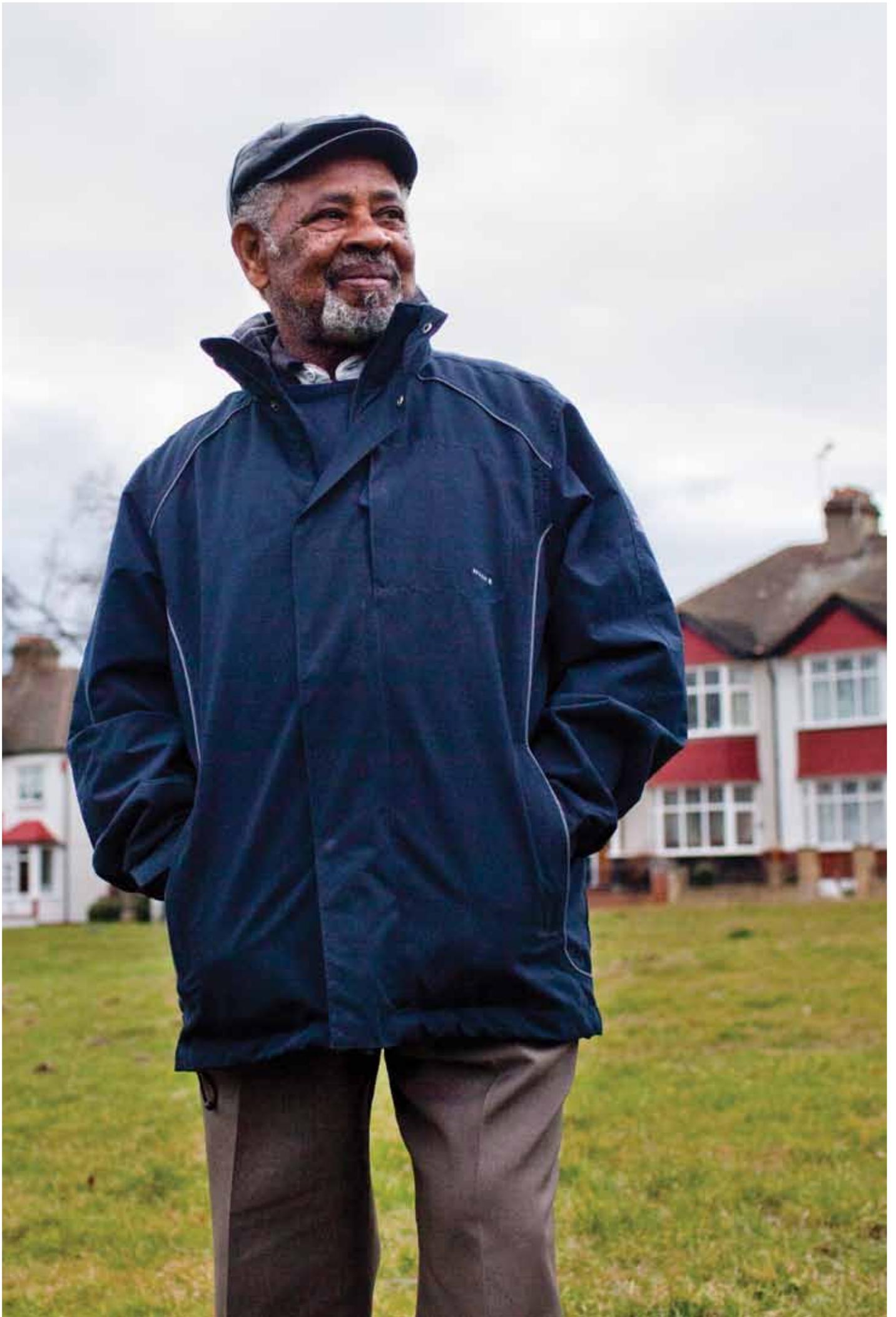
Last year's theme was 'Watch Your Step', which focused on vision and falls. The week involved more than 500 event holders organising more than 1,000 activities, reaching about 55,000 older people.

Feedback tells us that more than one-third of the people who attended an event were planning to start an exercise class, over half reported an increase in confidence and more than two-thirds were going to tell a friend about what they learned.

55,000

older people were reached during our annual Falls Awareness Week





Helping people get Fit as a Fiddle

Fit as a Fiddle helps people aged over 50 to live more active lives, eat healthily and improve their mental wellbeing.

Funded by the Big Lottery Fund wellbeing programme, Fit as a Fiddle began in April 2007 and has since helped more than 310,000 participants and engaged 4,500 volunteers. Over the last year we have welcomed 65,000 new people to Fit as a Fiddle.

We run Fit as a Fiddle in partnership with local, regional and national organisations and many projects are delivered by local Age UKs.

An interim evaluation of Fit as a Fiddle found that: *'The portfolio is having clear and significant impacts (as measured by survey data and statistical tests) on older people around improving healthy eating, level of physical activity and mental wellbeing. Older people participating in Fit as a Fiddle have experienced significant improvements in the portions of fruit and vegetables they eat, the amount of walking they do, their strength and balance and their mental wellbeing and satisfaction with life as a whole.'*

310,000

people have participated in our Fit as a Fiddle programme

Our plans for 2012/13

- ➔ We will continue to educate older people about the simple steps they can take to prevent falls by running more than 1,000 awareness-raising events.
- ➔ We will work as part of the Malnutrition Task Force, led by Age UK in partnership with leading charities and private companies such as apetito and Nutricia, to improve nutritional care for older people in the community and in institutional and residential care settings.
- ➔ We will continue to work with local Age UKs to tackle isolation and loneliness, reaching 1,000 older people through our telephone befriending services.
- ➔ We promote health, independence and wellbeing, working with local Age UKs to get 15,000 people in later life involved in healthy ageing activities.
- ➔ We will continue to fund research into age-related conditions and build Age UK's centre of knowledge in ageing.



Home & care



Together...

Together with the public's help, we made the case for ending the social care crisis by collecting more than 130,000 signatures for our petition, which called for a long-term solution to the many problems that plague social care. A thousand older people joined us in our mass lobby of parliament in March 2012 and raised their concerns directly with their local MPs.

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

[We said we would help more than 15,000 people through our HandyVan schemes.](#)

We visited nearly 14,000 homes of the 15,000 we predicted – 99 per cent of our customers were satisfied with the service they received and would recommend us to a friend.

[We said we would help more than 50,000 older people through our Spread the Warmth grant programmes.](#)

We worked with local Age UKs and other local partners to spread the warmth during the winter months to more than 60,000 older people through £180,000 of grants, including:

- 85 Winter Warmth projects, reaching more than 61,000 older people
- 78 Winter Celebration projects, reaching more than 13,000 people.



[We said we would campaign to protect existing care services and for a better system for the future.](#)

We launched our Care in Crisis campaign, which was extremely successful.

We got 130,000 signatures for our Care in Crisis petition, far exceeding our 100,000-signature ambition.

We launched our second Care in Crisis report, which took forward the national debate on the scale of the funding challenge.

Ending the crisis in care

We continue to lead the debate to ensure that our health and social care system treats older people with dignity and respect, is of a high quality and is affordable and sustainable for the future.

Our Care in Crisis reports spearheaded the national debate about the scale of the funding challenge facing social care and the inadequacy of the Government's response so far.

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We organised a Care in Crisis petition with the aim of securing 100,000 signatures, the number required for a parliamentary debate to be granted. More than 130,000 people signed the petition.

We have worked hard to ensure that social care is kept high on the national media and political agenda. We have consistently achieved high-quality national print and broadcast coverage, highlighting our concerns and bringing our message to millions.

130,000

people signed our [Care in Crisis](#) petition



Providing practical help in the home

Age UK's HandyVan service helps older people with practical and simple adaptations to their home, such as the installation of handrails, so they can stay independent at home for longer.

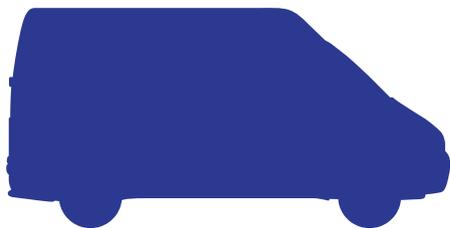
Last year our HandyVan service visited 13,740 homes, fewer than the 15,000 we expected. Older people were very happy with the service they received, with 99 per cent telling us they were satisfied and would be happy to recommend us.

As well as helping improve security and safety and making minor adaptations, we trained 99 of our handypersons to provide energy efficiency advice.

Through an E.ON-funded energy programme worth over £3 million, we worked with 93 local Age UKs and fitted 8,093 homes with energy efficient measures.

We also launched our handyperson pilot project, which involved working with eight local Age UKs that wanted to improve their service and make it more cost-efficient.

OUR HANDYVAN SERVICE VISITED



13,740 OLDER PEOPLE

Promoting dignity in care

In July 2011 we set up the Dignity in Care Commission together with the NHS Confederation and the Local Government Association. Co-chaired by Age UK Chairman, Dianne Jeffrey, the Commission exists to encourage the Government to make dignity for older people a priority in all care settings.

Spreading the warmth

As part of our Spread the Warmth campaign, we have delivered funding programmes and grants to help older people stay warm in winter. Our £180,000 of Winter Programmes grants to local Age UKs benefited more than 60,000 older people through activities including electric-blanket testing, shopping support and winter celebration parties.

60,000

older people benefited from our Spread the Warmth campaign

Our plans for 2012/13

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

→ We will help 14,800 people through our HandyVan schemes.

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

→ We will influence Government to strengthen their fuel poverty strategy and improve energy efficiency.

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

Travel & lifestyle

Together...

Together with the private sector, we are making sure that products and services are tailored to the needs of older people. Through our Engage Business Network, re-launched this year, we work with large and small businesses to improve their offering – from products to packaging, marketing and shop layouts.

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



We said we would help 10,000 people to participate in social and leisure activities through Age UK Friendship Centres.

We have continued to work with 85 Friendship Centres, and more than 5,000 older people have been involved in a range of fun, sociable activities.

We said we would, through Myfriends Online Week, encourage older people to benefit from the social side of the internet.

We ran face-to-face taster sessions during Myfriends Online Week, which attracted 3,100 older people who learned about the benefits of keeping in touch with friends and family online.

We said we would encourage the private sector to meet the needs of people in later life.

We influenced the Payments Council to abandon its cheque-replacement programme following our research and follow-up report, *The Way We Pay*, which showed that cheques remained an essential lifeline.

We re-launched our Engage Business Network and introduced an accreditation scheme to encourage the private sector to up its game when providing products and services that touch older people.





Age UK worked with 85 Friendship Centres in 2011/12, helping more than 5,000 people

Supporting Friendship Centres

Age UK worked with 85 Friendship Centres in 2011/12, helping more than 5,000 people get involved in a wide range of local activities, including rambling, pub lunches, painting, crafts and local outings.

Engagement magazine, written by older people who shared news of their work and activities, saw six issues published, with a circulation of more than 17,000.

Using the web to reduce isolation

We work hard to help people in later life get online to help reduce social isolation and loneliness.

Our annual Myfriends Online Week in March 2012 provided 3,100 older people with face-to-face taster sessions on the benefits of keeping in touch with friends and family online. We supported the week by targeting traditional and social media to get people to encourage others to become involved and learn how the internet can increase social engagement.

3,100

older people attended internet taster sessions during Myfriends Online Week

Protecting and empowering older consumers

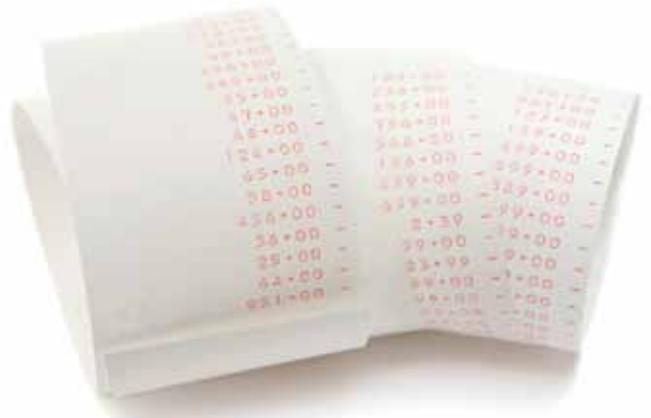
We want to make sure that older people can take advantage of a competitive marketplace that is free from discrimination and stereotyping, and that they have access to information and advice about their rights as consumers.

This year we published *The Way We Pay*, a report that looked at the payment methods people in later life use and highlighted their continued reliance on cheques. The report and the research that underlines it supported our successful work to influence the Payments Council to abandon its cheque-replacement programme.

Our wider concern has been about payments in general, and we met regularly with the banking industry over the last year to encourage it to research the needs of older consumers. We have also worked with the British Bankers Association to improve the handling of banking for older people.

We re-launched our Engage Business Network in early 2012. Engage exists to foster the best in inclusive design across a wide range of products and services.

Engage helps private companies to make changes to their products and services that benefit older people, including website accessibility, product and packaging design, customer service and support, marketing and shop layouts. We also run an accreditation scheme, so that people who sign up can promote their focus on meeting the needs of older people.



We entered into a partnership with Silver Travel Advisor, a specialist travel website for the over-50s



Travelling near and far

In early 2012 we entered into a partnership with Silver Travel Advisor, a specialist travel website for the over-50s, to enhance our website offering for people looking for information on travel and leisure activities. This new partnership will provide people with independent travel and holiday reviews as well as exclusive offers.

Making best use of volunteers

Volunteering can help older people to stay active and contribute to their local communities.

In 2011 we won a Department of Health funding bid with five local Age UKs – Hereford & Localities, Lincoln, Wandsworth, West Cumbria, and Wirral – to develop a project on volunteering support for older people who have personalised budgets.

As part of the European Year of Volunteering, we also secured £37,000 to work with the Cabinet Office to deliver the National Health & Social Care Volunteer Awards scheme.

We also produced two publications – *Ideas for Volunteering Roles in Health and Social Care* and *Getting Involved: Engaging older people as volunteers*.

Our plans for 2012/13

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

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

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

Work & learning

Together...

Together with local groups and the general public we supported 900 taster events for 7,000 older people who wanted to know more about getting online.

Our vision is for those in later life to have the opportunity to participate in the economy and society, combining work, learning, leisure and family responsibilities in whatever way they chose.

[We said we would involve 15,000 older people in our Connect with IT activities and training, including supporting 1,000 organisations to provide IT taster courses and awareness through Itea and Biscuits.](#) We supported nearly 900 taster events during Itea and Biscuits Week, reaching more than 7,000 older people who wanted to know more about getting online.

[We said we would recruit 20,000 Digital Champions.](#)

We encouraged people to become digital champions, volunteering to help others get online, through our Itea and Biscuits Week, partnering with the BBC on Race Online and launching competitions among Age UK staff and local Age UKs. Many thousands acted as digital champions, but we found that people were reluctant to register online. We are confident that take-up was considerable, but are unable to provide concrete evidence.

[We said we would, with our partners, enhance the experience of the 70,000 people who volunteer their time with us.](#)

We delivered European Year of Volunteering 2011 activities as part of its Health and Social Care theme.

We secured funding from the Department of Health to develop volunteering support for older people to maximise their use of personal budgets.

We supported 13 regional volunteering networks and delivered training to seven of them.



[We said we would promote age equality and opportunities to work and learn.](#)

We campaigned for the end of the Default Retirement Age and won our case when it was abolished in 2011.

We have worked hard to counter negative attitudes to age in the media, which has included regular policy briefings and press activity to dispel the myth that older workers block jobs for the young.

Hitting the airwaves

In early 2012 we launched The Wireless from Age UK, a radio station dedicated to entertaining and offering information and advice to people in later life. It is available through our website and through digital radio in London and Yorkshire.

As part of the BBC Partnership Training in Radio and Film, we have grown our older broadcasters' radio work, training more than 175 people in later life in radio skills. We have also trained people to help support our multimedia work, so older people have helped us to produce and edit Age UK films.

Local Age UKs in Hackney, Southampton, Hereford, Oxfordshire and Newcastle were awarded small national radio development grants to develop the capacity of older people so they could make their own radio content.

Our weekly *Airtime* programme features original content from older people using the radio skills they have learned at one of our training sessions. Slots include radio drama, poetry, discussions, talks and magazine features.



Ending the Default Retirement Age

The Default Retirement Age was abolished in 2011 thanks to a hard-hitting campaign by Age UK and our predecessor charities. It means that since 6 April 2011 employers have no longer been able to issue forced retirement notices to employees.

This was a longstanding and hard-fought campaign by Age UK. Our media, campaign and policy teams worked hard to ensure that this important issue got the coverage it deserved.

We have also worked with the recruitment industry to ensure that recruitment consultants address issues around employing older workers.



OUR ITEA AND BISCUITS WEEK REACHED



7,000 OLDER PEOPLE

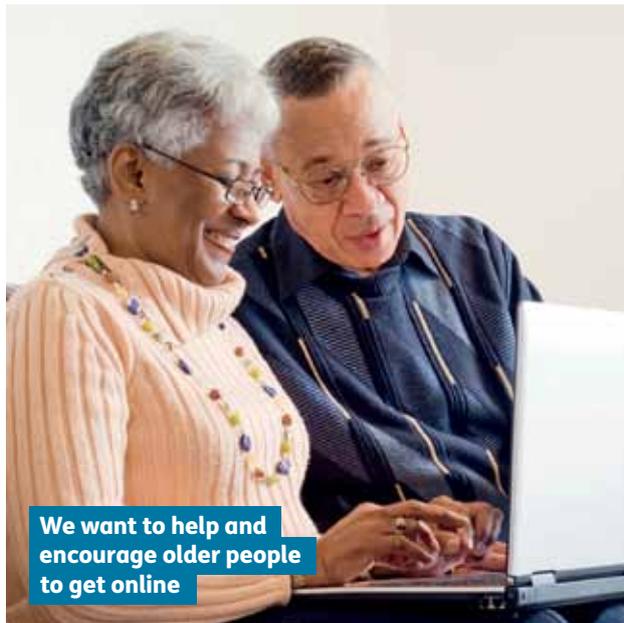
Getting people online

We run many programmes to reduce the number of people in later life who remain digitally excluded. We want older people to realise the social and economic benefits of the internet and offer a range of training programmes to help and encourage older people to get online and use new technologies.

Our Itea and Biscuits week reached 7,000 older people in 2011 with face-to-face taster sessions for those with little experience of using the internet. Our media work highlighted the opportunities for older people to get involved and helped to promote the benefits of this nationwide activity.

In January 2012, we piloted a new Saving Money Online digital inclusion course, which aims to support older people to save money online safely through a variety of services and sites such as utility switching, price comparison and online banking. The pilot programme is being delivered with the support of local Age UKs.

In April 2012 we became a founding partner of Go ON UK, a new charity with membership across public- and private-sector organisations, aiming for 95 per cent of UK residents to be online by 2020.



Our plans for 2012/13

- ➔ We will expand our digital inclusion activities to engage 400,000 people, including 15,000 through our digital inclusion campaigns.
- ➔ With our partners, we will continue to improve the experience of the volunteers who support all areas of our work.
- ➔ We will work to influence the Government to ensure that their plans to increase the State Pension age take account of the needs of disadvantaged groups.



Closer to home

Together...

Together with local Age UKs, Friends and Forums we have improved the services that we offer to people in later life. Our telephone advice line is benefiting from our partners' local expertise, local Age UKs are being supported to be better campaigners. Friends and Forums are extending our reach and through tailored financial support, we are helping local Age UKs to deliver better services, despite the credit crunch.

Age UK's vision is for every person in later life to have access to the information, advice and services of a local Age UK.

We do this by reaching into and working with communities across England, Wales, Scotland and Northern Ireland, together with local Age UKs and other local partners and our national partners.

With the vital support of our local partners and volunteers, we want to ensure that local communities have access to services that benefit from local knowledge and expertise.

We said we would provide £7.7 million in grant and development funding to local Age UKs, Friends and Forums to support their organisations and their service development and provision.

Grants to partners made up £5.5 million of Closer to Home expenditure. Total grants to partners accounted for under all areas of Age UK's charitable activity amounted to over £14 million.

We said we would support local Age UKs and Age Concerns and other local organisations to campaign against local cuts that harm the most vulnerable older people.

We surveyed 100 local Age UKs about the cuts they were experiencing to their services for older people and have developed a report based on the findings, which will be published in 2012.

We have provided support and advice to local Age UKs about how to campaign at a local level to support their day to day work and link into Age UK's national campaigns.

We said we would roll out an integrated national and local telephone Information and Advice service with 50 local Age UKs.

We have reached over 6 million people through our Information and Advice service, with 49 local Age UKs now part of our national advice line.

We said we would bring more than 200 smaller groups and 400 forums into a new relationship with Age UK and local Age UKs in England.

We have 286 organisations interested in becoming a Friend of Age UK or Forum, fewer than we were expecting. Potential Friends and Forums have told us that the sign-up process, which also involves local Age UKs, is too complicated, and that we need to define our quality assurance requirements. We are responding to these concerns as a priority.

We said we would provide over £1.25 million funding plus practical support to Age Cymru, Age NI and Age Scotland to support their organisations and their service development and provision.

We provided £1.32 million to our national partners to support their work for those in later life.



We work with more than 160 local Age UKs

95% OF ENGLISH
POSTCODES ARE COVERED BY
A LOCAL AGE UK

Achieving more together

We work with more than 160 local Age UKs and with Age Cymru, Age NI and Age Scotland to ensure that as many people in later life as possible have access to our advice, information and services. Together, local Age UKs now cover 95 per cent of English postcodes. In total, our financial support for our partners accounted for under all Age UK's charitable activities, including Closer to Home, was over £25 million.

National partners

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

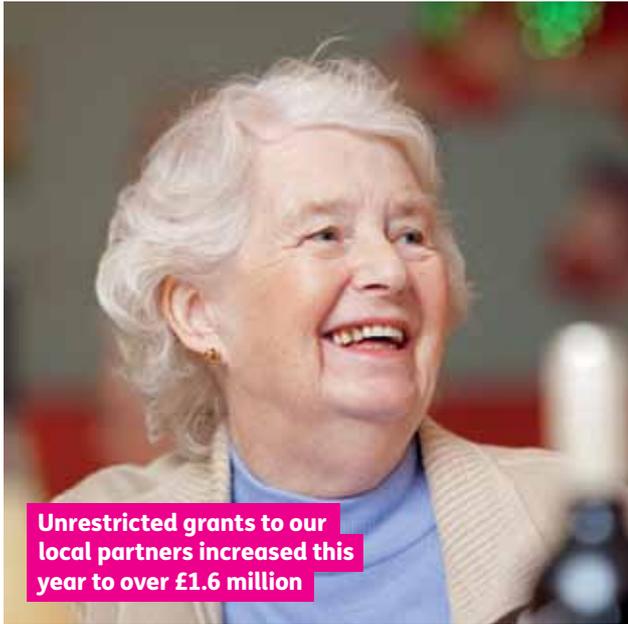
We worked throughout the year to strengthen our relationship with our national partners and the impact they have had for older people in Wales, Northern Ireland and Scotland. Funding for our national partners in support of their work totalled £1.32 million throughout the year.

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

[Our national partners worked with us to provide information and advice that is appropriate and tailored to national circumstances.](#)

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

We are pleased that our national partners have continued to provide such a strong and valuable commitment to older people.



Unrestricted grants to our local partners increased this year to over £1.6 million

Providing grants and support to local partners

In addition to the wide range of activity grant projects that have been identified throughout this report, we have also contributed over £5.5 million in grants and funding to local Age UKs, Friends and Forums throughout the year.

Unrestricted grants to our local partners increased this year to over £1.6 million, enabling local Age UKs to decide how best to spend funds to improve later life in their local communities. Unrestricted funding to partners included a further £2.0 million, representing a share of the profits from Age UK shops, which was shared with the local Age UK where the shop is located. Age UK also paid out £590,000 from legacies left to Age UK in recognition of a local partner's strong relationship with the legacy-giver. We have also developed a protocol with our local partners to ensure that such arrangements continue.

This year, in addition to the continued benefits of the Cuts Support Programme, we have made available new funding streams as part of our efforts to assist partners in responding to local funding cuts.

The Partner Project Bank, launched in May 2011, provides local Age UKs with quick access to money they can use flexibly to fund organisational and service development work focused on improving reach, impact and sustainability. Funding for this organisational development work for our partners totalled over £600,000 this year.

In addition, we have supported our partners through website development and through assistance with adopting and using the Age UK brand – 1,300 bespoke brand designs were delivered for local Age UKs in 2011/12.

Our Financial Support initiative reflects the very challenging economic climate facing local Age UKs and provided £85,000 in grants, and loans totalling over £600,000, to support those facing a critical financial situation. This money has ensured that 500,000 people aged over 65 have had continued access to local services.

Through our ongoing Cuts Support Programme, we worked with Age UKs to understand the local impact of public-spending cuts and changes to the commissioning environment and provided resources to help them. More broadly, we worked with local Age UKs to understand the local impact of public-spending cuts and changes to commissioning and provided resources to help them meet the challenge. We also ran the Spreading Excellence training programme, which explores ways to increase access to funding and service via health and social care commissioning.

To improve on the way we work together with our partners, in 2011/12 we created five consortia, chaired by our local partners. The consortia have been established to improve the way that we work with our partners in services for older people, campaigning and influencing, fundraising, retail and shared services.

Throughout the year we have supported our local partners to increase their unrestricted income through fundraising activities. We held two conferences and two seminars covering various strategies to enhance local fundraising efforts, created legacy marketing information and provided bespoke fundraising support to over half of our local Age UKs.

We have also contributed over £5.5 million in grants and funding to local Age UKs, Friends and Forums throughout the year



Enterprises and Trading income

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

In collaboration with Age UK Enterprises £11.8 million was generated for local Age UKs through their work as members of the Trading Alliance. The income generated through Trading Alliance activities contributes to the work of local Age UKs in delivering services to their local communities.

Funding to partners also included £2.0 million of the profits from shops, which was shared with the local Age UK where the shop is located.

Friends and Forums

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

This year we developed our Friends offer to local groups and held a number of roadshows across England. More than 280 expressions of interest have been received.

Eight conferences were held for Older People's forums. These focused on key policy issues and a variety of capacity-building areas. Feedback from attendees indicated that the events were successful both in increasing and sharing knowledge and through providing the opportunity for participants to network with other forums.

Organisational support

Age UK also has regionally based staff to provide better support for our partners on a more local basis. These staff delivered a range of support and assistance to local Age UKs. Throughout the year we provided timely, relevant and helpful information to our partners on our work, opportunities for funding and support, and on our media and campaign activities.

Our plans for 2012/13

→ We will promote age-friendly neighbourhoods to enhance later life.

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

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

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

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

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

Around the world



Together...

Together with HelpAge International, we focus on the struggles of older people in developing countries all over the world. Whether we are supporting emergency relief as part of the Disasters Emergency Committee (DEC), helping older people to build their own futures, or influencing governments and NGOs to effect change, defending the rights of older people is at the heart of what we do.

Our vision is for older people affected by disasters to receive the protection and assistance they need and deserve.

We said we would reach up to 2 million people in developing countries through development projects and emergency relief programmes.

We delivered 1.4 million services to 860,000 people in more than 40 developing countries with the support of our partner organisation HelpAge International.

Through our work in support of the DEC's East Africa appeal we helped 9,000 older people and their families in Ethiopia and Kenya.

We said we would strengthen the global age sector.

We established a new charity, Age International, to lead on ageing and international development issues in the UK and be the UK member of the HelpAge global network.

We helped develop the Global Alliance for the Rights of Older People from a loose coalition of organisations to a formal alliance and are together working towards a UN Convention on the Rights of Older People.



We said we would influence the UK Government and other NGOs to respond better to the needs of older people in their international development and humanitarian work.

We supported HelpAge's work with national Governments, which resulted in the introduction of pension schemes that benefit 2.5 million older people.

We funded HelpAge to set up nearly 3,000 Older People's Associations, which run income-generation projects for 44,000 people in later life.

Supporting development and providing emergency relief

Working through our partner organisation, HelpAge International, we continued to run development projects and emergency relief programmes in more than 40 developing countries. This essential work was funded by a core grant to HelpAge International of £6.5 million. We spent a further £3.3 million on emergency and recovery programmes last year. We also set aside £1 million for our future funding to HelpAge International.

Over the last year we delivered 1.4 million services to 860,000 older people, including:

- emergency relief programmes in 20 countries, benefiting 250,000 people
- assisting 180,000 older people to access health services
- assisting 180,000 older people to claim existing entitlements, such as pensions
- providing micro-credit or savings schemes to 44,000 older people.

We are a member of the Disasters Emergency Committee (DEC), which oversees a UK-wide response to emergency relief in times of disaster.

Last year we participated in the DEC appeal for East Africa, supporting 9,000 older people and their families in Ethiopia and Kenya by providing cash transfers, food baskets, hygiene kits, mobility aids, water storage tanks and water purification tablets.

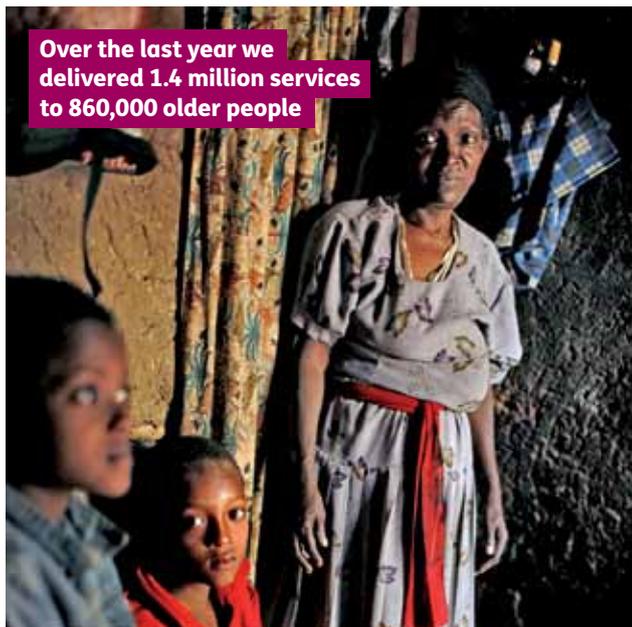
We also continued to support and monitor recovery programmes in Haiti, Pakistan, Indonesia, the Philippines and Vietnam following previous DEC appeals.

WE ASSISTED 180,000



OLDER PEOPLE TO ACCESS HEALTH SERVICES





New fundraising programmes

In July 2011, we relaunched our long-running programme, Sponsor a Grandparent, which gives UK donors the chance to help some of the poorest older people in the world. We also introduced a new programme, Raise a Grandchild, which provides direct help to the many grandparents whose grandchildren are wholly dependent on them. Last year, the focus of our appeals was support for grandparents in Ethiopia.

Launching Age International

On 1 April 2012 Age UK and HelpAge International created a new charity. Age International (legal name HelpAge International UK) will lead on ageing and international development issues in the UK and will be the UK member of the HelpAge global network. Age International will focus on poverty relief, improving healthcare, fighting for rights and emergency relief focused on older people.

Influencing governments and NGOs

We supported HelpAge International to work with national governments to improve pension schemes, benefiting 2.5 million older people, and also support the establishment of some 3,000 older people's associations.

As a result of lobbying work in-country with national governments, HelpAge ensured that £596 million in social pension schemes was distributed to 2.5 million people in later life.

We also worked with HelpAge and through the DEC to ensure that other agencies take into account the needs of older people in humanitarian relief, developing strong partnerships with other agencies.

We undertook a programme of influencing activity focused on older people and emergencies called On the Edge. This included holding fringe events at party conferences to start discussions with the Department for International Development (DFID) and UK parliamentarians.

Welcome

Improving later life
Around the world

Funding and finance

Corporate governance

Auditors' report and accounts



Influencing around the globe

This year we helped the Global Alliance for the Rights of Older People develop from a loose coalition of organisations to a formal alliance with its own brand and website (www.rightsalliance.org). Putting a name to this coalition that is working towards a UN Convention on the Rights of Older People has given us significant presence at the UN and international rights events in Africa, Latin America and Europe.

Developing capacity

We worked with partners overseas to develop their capacity to advocate for the rights of older people in their countries by sharing our knowledge and experience. A particular success was a campaign in Ukraine on lowering prices for medicines needed by older people – the Ukrainian government heard the message and are now regulating their prices.

Fighting non-communicable diseases

In September, the UN carried out its first-ever high-level meeting to get international agreement on tackling these common killers (lung and heart diseases, cancers, diabetes, dementia). We worked with international partners and the UK Government to ensure that the resulting political agreement recognised the overwhelming impact these diseases have on people over the age of 60 and allowed appropriate responses for people of all ages.

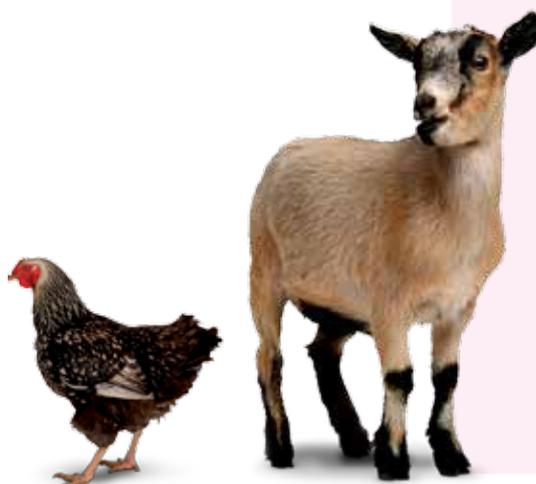
Our plans for 2012/13

→ We will improve the lives of older people in developing countries by supporting HelpAge International to deliver 1.5 million services to 900,000 people.

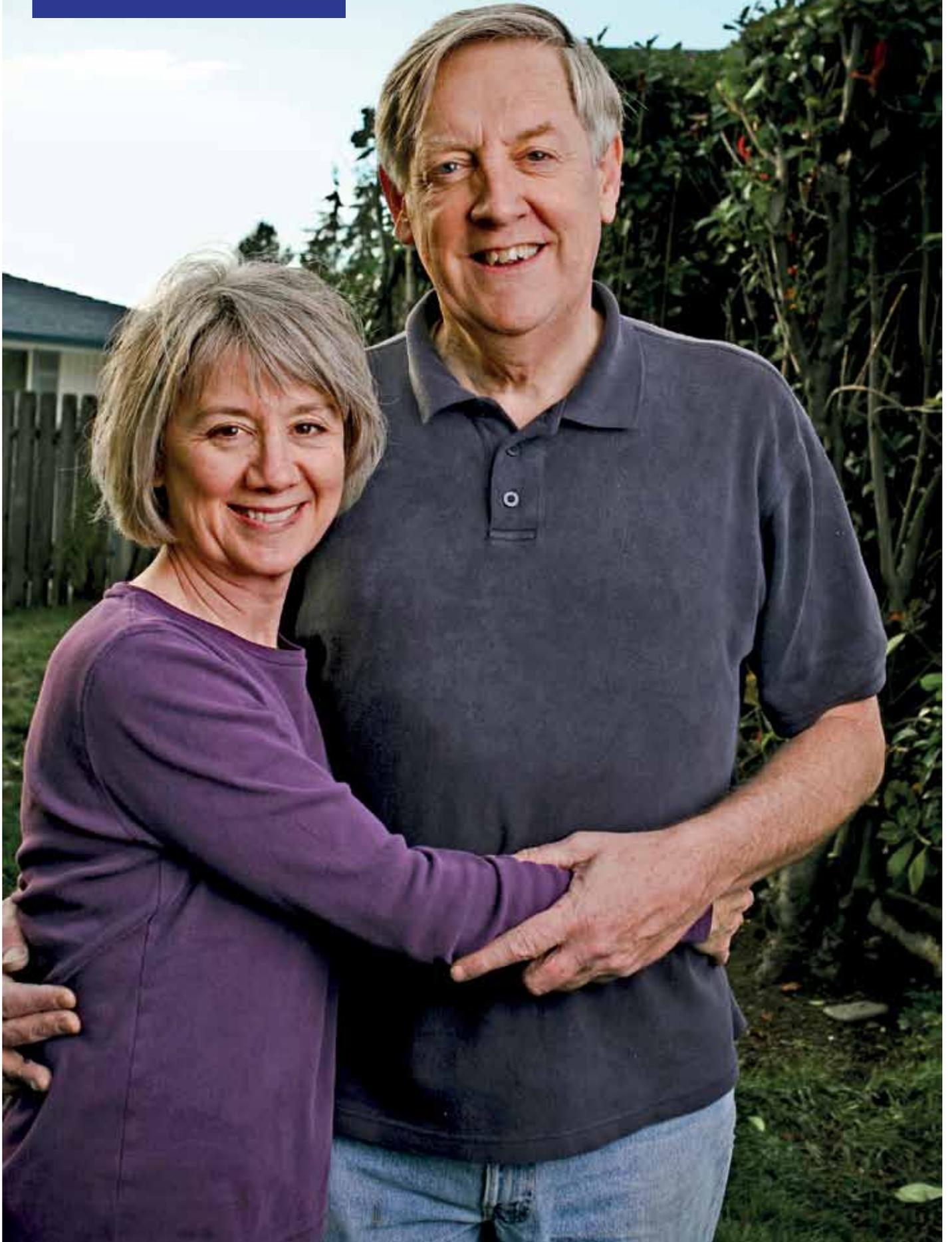
→ We will ensure that older people's needs are met in emergencies as a member of the Disasters Emergency Committee, reaching 300,000 people in emergency response and recovery programmes.

→ We will improve the response to ageing across the world by working with HelpAge International to influence national, regional and global policies and practice to improve the lives of older people.

→ We will develop our new subsidiary, Age International, as the UK member of the HelpAge International Global Network, raising funds and campaigning to improve the lives of older people in developing countries.



Funding and finance



How we raise our funds

Age UK's income in 2011/12 was £167.7 million, which was derived predominantly from our social enterprise activities and fundraising. Our income generation activities allow us to deliver on our core objective of improving later life.

Further information on the source of our funds can be found in the financial review on pages 46 to 51.

Social enterprise

In 2011/12 Age UK's social enterprise activities generated income of £109.3 million. These activities generated an operating surplus of £32.0 million, £13.5 million of which was paid to local Age UK charities.

Age UK carries out its social enterprise activities through Age UK and its trading subsidiaries, principally Age UK Enterprises (Enterprises), Age UK Trading Ltd and Aid-Call Ltd.

Financial products, alarm services, lotteries and raffles

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

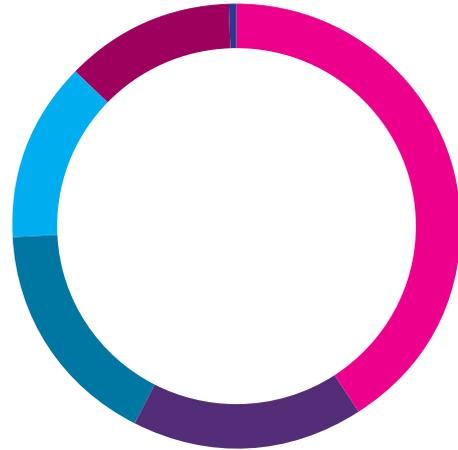
During 2011/12 we:

- sold 480,000 home, travel and car insurance policies (470,000 in 2010/11) with our partner Ageas Insurance Ltd, enabling older people to benefit from cover that might not otherwise be available in the market
- provided energy services to 350,000 customers (260,000 in 2010/11) in collaboration with E.ON: the tariff minimises price fluctuations and provides for additional cold-weather payments
- sold about 20,000 Funeral Plans (21,000 in 2010/11) in collaboration with Dignity Plc
- ran a weekly lottery, the largest social lottery in the UK, with an average of 135,000 customers
- ran three seasonal raffles with a total of 100,000 customers during the year
- provided a personal alarm service to more than 45,000 customers
- offered an annuities service with our partner Premier Retirement Services aimed at helping people make the most of their retirement income: we had 260 customers in 2011/12
- through our collaboration with Just Retirement Solutions Ltd offered equity release products, with 360 customers in 2011/12.

Turnover from financial products, alarm services, lotteries and raffles amounted to £54.7 million in 2011/12 (£49 million in 2010/11), reflecting the impact of increased levels of new business across the product range and strong retention levels. The surplus of £26 million (£24.2 million in 2010/11) represents an increase of 7 per cent.

Financial products, alarm services, lotteries and raffles income (total: £54.7 million)

- Insurance (£22.4m)
- Raffles and lottery (£9.2m)
- Funerals (£9.0m)
- Alarms (£7.2m)
- Energy (£6.6m)
- Other (£0.3m)



Silver RPI

In November 2010 Age UK Enterprises launched the Silver RPI, a measure of inflation for the over-55s. Published results show that inflation has a worse effect on those in later life than it does on the population as a whole

By November 2011 Silver RPI data showed that over-55s had seen an almost 18 per cent rise in living costs since 2008 – almost 5 per cent more than the general population. The Silver RPI found that someone aged 55 or over is now on average £978 a year worse off than official measures recognise. Through the Silver RPI, Age UK has sought to raise awareness of the diverse financial needs of those in later life and how government and the financial services industry can better support the over-55s.

Trading Alliance Members

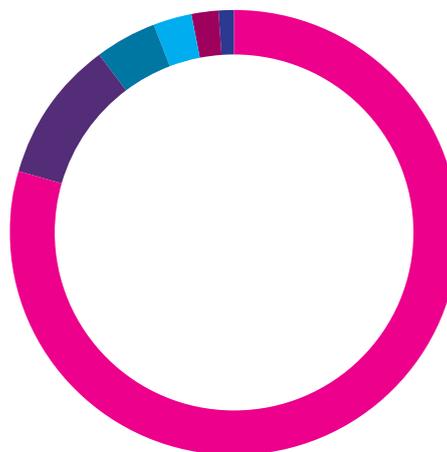
As at 31 March 2012, 102 local Age UKs were working collaboratively with Enterprises to sell its products and services. These Trading Alliance Members (TAMs) provide a valuable face-to-face service in their local area.

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

During 2011/12, TAMs received over £11.8 million (£9.5 million in 2010/11) of income made up of profit share and commission from sales made by them and from their area (excluding Joint Ventures).

Income generated through retail, trading and training, sponsorship and events (total: £54.6 million)

- Retail donated goods (£43.5m)
- Training (£5.6m)
- Retail bought in goods (£2.4m)
- Sponsorship and events (£1.5m)
- Retail affinity income (£1.1m)
- Other (£0.5m)



Retail, Trading and Training

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

As at 31 March 2012 there were 450 high-street shops (owned by Age UK and Age NI) selling donated goods (accounted for through the Charity) and bought-in goods. The shops also act as gateways to the information, advice, products and services of Age UK and (through profit-share arrangements) they also contribute funds to local Age UKs.

Age UK Trading generated income from affinity, or agency, sales of a wide range of products, including stairlifts, bathroom equipment and adaptations, daily living aids, home security products and chairs. All these products are aimed at supporting older people living independently in their homes and can be accessed online, via Age UK shops and through Trading Alliance Members. In addition, our daily living aids range is available from commercial retailers such as Halfords and Boots.

Highlights of activities for the year include:

- the receipt of 4 million bags of donated stock, 15.7 million hanging garments and the processing of over 10 million customer transactions
- the opening of a new concept store in Peterborough in May 2011, delivering retail, enterprises, affinity products and services all in one location
- increasing our affinity income by £0.3 million to £1.1 million
- benefiting from the vital support of more than 7,460 volunteers (7,300 in 2010/11)
- the completion of two government training contracts, one with the Skills Funding Agency and the other with the Young People's Learning Agency.

In 2011/12 retail, trading and training generated income of £54.6 million (£52.7 million in 2010/11), an increase of 3.6 per cent. This increase came predominantly from retail activities, where a strong focus on stock generation contributed to this growth. New investment plans are in place for the further development of the retail estate, to offer customers a greater range of products and services.



Fundraising: sponsorship and events

Age UK, together with its trading subsidiary Age UK Services Ltd, raises income through commercial sponsorships and fundraising events.

Highlights of these activities during the year include:

- holding our inaugural Vitality Ball, which raised £230,000 for services tackling loneliness among older people
- organising a series of 10K running events as part of the Spread the Warmth campaign
- a sponsorship agreement with Procter & Gamble generating £300,000 of income, arising from sales of their products in Wilkinson stores while Age UK was Wilkinson's Charity of the Year.

Fundraising: voluntary income

In 2011/12, we raised £50.1 million of voluntary income, an increase of £3.2 million over 2010/11. Voluntary income includes donations from the general public and corporate entities, legacies and grants. The increase results from the work we have done to redevelop our fundraising strategy. Our fundraising income is vital to the support we give to older people in the UK and around the world, and we are grateful to all our donors and supporters.

Highlights of these activities during the year include:

- £23.5 million income from legacies, making up almost half of our voluntary income in 2011/12
- £19.4 million in donations and gifts, with 60,000 regular givers supporting our UK work with monthly donations and another 60,000 people supporting us with cash gifts, responding to our appeals and campaigns
- E.ON donated £3.5 million to a range of our services, providing funds for three of our popular Information and Advice guides, and grants to fund boiler replacements, enabling 15 Age UK HandyVans to deliver home energy checks and carry out energy efficiency measures
- working with Wilkinson, which chose Age UK as its Charity of the Year and has since raised £830,000 in voluntary income for us, while its employees have given over 6,000 hours of their time as volunteers: from the head office alone, 68 team members gave up 830 hours of time to renovate four local Age UKs
- working with Prudential to fund our vital work
- receiving £7.2 million in grants, details of which are available in the notes to our financial statements on pages 85 to 86.

Charitable income

A small part of our income is derived from our charitable activities. In 2011/12, we received almost £6.2 million in charitable income, compared to £6.7 million the previous year.

Age UK Training carried out training activities that generated £4 million of Age UK's charitable income. This income was largely derived from the provision of training for the health and social care workforce. As reported above, trading income for Age UK Training was £5.6 million, making a total income for the year for Age UK Training of £9.6 million.

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



Planning for 2012/13 and beyond

Since the inception of Age UK, we have been working towards the following overarching objectives as an organisation.

- To invest in our long-term future, taking new directions to guarantee sustainable income streams.
- To achieve our charitable purpose, to improve the quality of life for older people by steadily increasing our charitable expenditure and ensuring value for money in terms of the social impact created.
- To transform our organisation, systems and culture to maximise performance across the Age UK Group.

We continually review how we are performing against our objectives. As a result of the work of Age UK in the three years since the merger, in 2011/12 we reassessed these objectives against our progress both as an organisation and in terms of our charitable impact.

Therefore, reflecting on our first three years and looking ahead to what we want to achieve for older people, in 2012/13, Age UK's key objectives are as follows.

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

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

Our more detailed plans and objectives for 2012/13 have been outlined in the report in more detail under the core areas of our charitable activity – Money matters, Health & wellbeing, Home & care, Travel & lifestyle, Work & learning, Closer to home and Around the world.

Public Benefit Reporting

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

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

The public benefit arising from Age UK's work is therefore implicit in the charitable services delivered and assistance given to older people.

Financial review

This review covers the third year of operations of the Age UK Group, in which we are pleased to report growth in income and in our net contribution, which enabled us to increase our charitable expenditure. The net assets have reduced because of increased liabilities arising from historic defined-benefit pension schemes.

In 2011/12 income grew by 7.2 per cent and the costs of generating funds grew by just 5.7 per cent, with the result that Age UK's net contribution grew by £6.8 million to £83.8 million, enabling us to increase charitable expenditure by £7.9 million.

The Group reported a net income of £2.4 million (net expenditure of £1.2 million in 2010/11). After losses on investment of £0.5 million and actuarial losses on defined-benefit pension schemes of £8.6 million, overall funds reduced by £6.7 million (increase of £7.4 million in 2010/11) to £13.4 million.

More details of fundraising, trading and commercial activities are set out under the 'How we raise our funds' section (on page 41).

Incoming resources

Overall total incoming resources were £11.3 million higher than the previous year at £167.7 million (£156.4 million in 2010/11). Age UK's main income streams were voluntary income £50.1 million (£46.9 million in 2010/11), retail £45.9 million (£44.7 million in 2010/11) and insurance and other commission £39.5 million (£33.8 million in 2010/11). There were also other trading activities, comprising raffles and lotteries, personal alarms, training activities, corporate sponsorship and fundraising events. These activities generated income of £23.9 million (£23.3 million in 2010/11). Income from charitable activities was £6.2 million (£6.7 million in 2010/11) and other income, comprising investment income and gains on disposal of fixed assets, was £2.1 million (£0.9 million in 2010/11).

Voluntary income of £50.1 million was an increase of £3.2 million from the previous year. Corporate donations increased by £3.8 million, legacy income increased by £1.9 million, but individual donations reduced by £1.0 million and disaster emergency appeals were £1.5 million lower. Costs of fundraising also decreased, predominantly due to lower levels of brand advertising.

Income from activities for generating funds, referred to as Age UK's trading and commercial activities, increased by £7.4 million from the previous year (£109.3 million compared to £101.9 million in 2010/11). Of this increase, £5.7 million is due mainly to insurance and other commissions, including home and motor insurance sales, up by £2.6 million, and commission income in relation to sales and marketing activities of energy plans, up by £2.5 million. There were slight increases in income levels for all other income streams apart from personal alarms, due to the disposal of the healthcare business.

Charitable activities

Resources expended on charitable activities amounted to £80.4 million (£72.5 million in 2010/11) an increase of £7.9 million. Charitable activities undertaken directly increased by £4.7 million to £47.4 million (£42.7 million in 2010/11). Grants given rose by £3.1 million to £27.3 million (£24.2 million in 2010/11), with all of the increase being on international projects (£11.0 million in 2011/12; £7.9 million in 2010/11), in line with Age UK's strategy for international work. Notwithstanding these increases, support costs allocated to charitable activities reduced slightly compared to the prior year.

Details of the services provided within these seven charitable objectives are set out in 'Improving later life together' on pages 7 to 39.

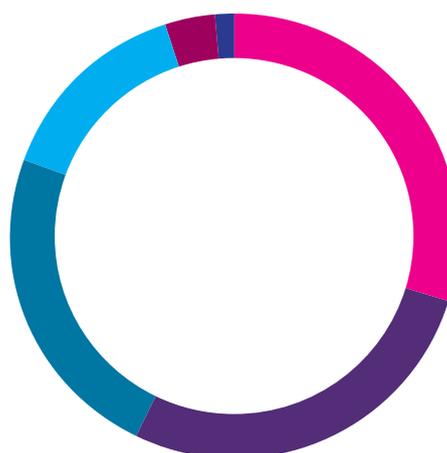
Total charitable expenditure in the year of £80.4 million (£72.5 million in 2010/11) is higher than total voluntary income of £50.1 million (£46.9 million in 2010/11), showing that Age UK has spent more than the total amount received through donations in both years on its charitable activities.

Summary statement of financial activities

Year ended 31 March	2012 £m	2011 £m	Change %
Total income	167.7	156.4	+ 7.2%
Cost of generating funds	(83.9)	(79.4)	+ 5.7%
Net contribution	83.8	77.0	+ 8.8%
Charitable activities	(80.4)	(72.5)	+ 10.9%
Other income and costs	(1.0)	(5.7)	(82.4)%
Net income	2.4	(1.2)	
Balance sheet of group			
Net assets	£13.4m	£20.1m	

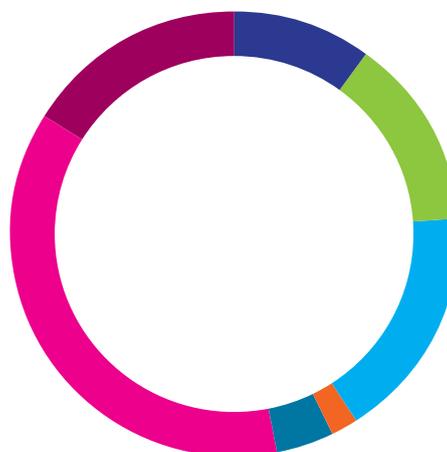
Income by source (total: £167.7m)

- Voluntary income (£50.1m)
- Retail (£45.9m)
- Insurance and other commissions (£39.5m)
- Other trading (£23.9m)
- Income from charitable activities (£6.2m)
- Other (£2.1m)

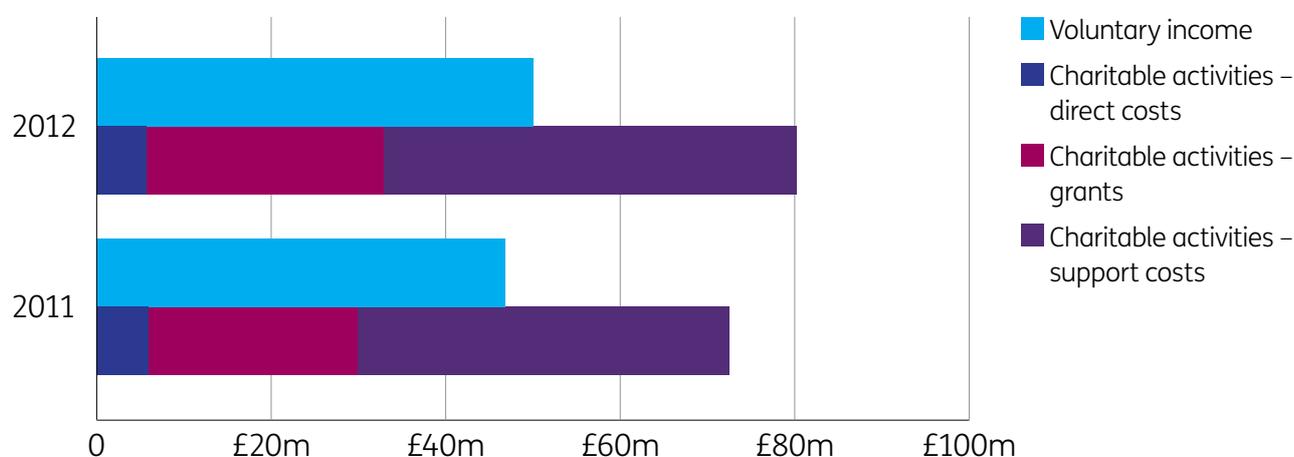


Charitable expenditure (total: £80.4m)

- Money matters (10%)
- Health & wellbeing (14%)
- Home & care (17%)
- Travel & lifestyle (2%)
- Work & learning (4%)
- Closer to home (37%)
- Around the world (16%)



Voluntary income and charitable activities



Staff costs

Total staff costs increased by £2.1 million to £50.4 million (£48.3 million in 2010/11), despite a similar headcount year on year. This increase is predominantly due to the annual pay review, together with higher employer contributions into the staff pension plan. There have also been additional costs due to increased staff numbers in areas with higher than average salaries offset by lower staff numbers in areas where salaries are lower.

This increase in staff cost is the main reasons for the £2.2 million increase in support costs (£14.8 million in 2011/12 compared to £12.6 million in 2010/11).

Integration costs

Integration costs in the year were £0.7 million (£5.5 million in 2010/11) and relate to the impairment of Astral House, the former head office of Age Concern England. Astral House is currently being marketed, and the sale is the final element of the property rationalisation planned at the time of the merger on 1 April 2009. In addition there were £0.2 million of costs in relation to relocating staff to the new head office.

Balance sheet

Owing mainly to the increase of £6.2 million in the defined-benefit pension schemes liability, explained below, total balance sheet funds reduced by 33 per cent, from £20.1 million to £13.4 million. The overall net asset position however, does not reflect the current market values of our freehold properties, including Gifted Housing, which are not revalued on an annual basis. Neither does the balance sheet reflect the intrinsic value of income-generating activities, predominantly in the Age UK Enterprises business.

Fixed assets remained in line with the prior year at £20.1 million (£19.5 million in 2010/11). Of the total £26.4 million investments (£29.2 million in 2010/11) £25.2 million are listed investments and held in stocks and shares. These investments are readily available and can be converted to cash if necessary to meet any obligations.

The £2.8 million reduction in investments arises from the plans to dispose of some of these properties in the coming year and as a result they have been reclassified from fixed to current asset investment. There have also been withdrawals and unrealised losses during the year.

Net current liabilities increased to £3.8 million, compared to £0.5 million in the prior year, predominantly due to a £3.1 million reduction in cash. This was as a result of payments relating to unusually high levels of provisions made in the previous year for one off-grants and property rationalisation costs.

Pension deficit

The defined-benefit pension schemes' deficits of £22.1 million (£15.9 million in 2010/11) are explained in detail in Note 21 of the financial statements and represents the deficits of the two final-salary schemes of Age Concern England (ACRBS) and Help the Aged (HtAFSS). Both schemes are closed to new entrants and future accruals.

As at 31 March 2012 the deficit of the ACRBS scheme was £7.5 million (£4.9 million in 2010/11) and the HtAFSS scheme was £14.6 million (£11.0 million in 2010/11). Both schemes are valued and reported in accordance with FRS17 and advised by respective scheme actuaries. The schemes both showed an overall increase in deficits as a result of a combination of:

- changes to the assumptions adopted to value both schemes' liabilities resulting in increased deficits, with the reduction in discount rate of 0.5 per cent being the main reason for the increase
- lower than expected returns achieved on the invested assets in both schemes in line with market conditions.

In the year Age UK made a contribution of £2.4 million (£2.4 million in 2010/11) to reduce the deficit, and will continue to make contributions in future years in accordance with the schedule of contributions agreed with the Trustees of the pension schemes.

Currently, work is being done to merge the two pension schemes, which is expected to result in reduced levels of administration and efficiency savings. In addition, £1.8 million has been held in an escrow account since the merger on 1 April 2009, which will be paid into the pension schemes once they have been merged.

Reserves policy

The Trustees of Age UK have a liquidity-based approach to reserves, which requires the Charity to hold reserves in cash and realisable investments (total liquid investments) equivalent to the sum of:

- 15 per cent of budgeted general income net of costs of generating funds
- 15 per cent of budgeted general expenditure other than that spent on income generation
- restricted reserves as at the year end
- the capital budget for the forthcoming year
- a working cash flow balance of £5.0 million (2010/11 £5.0 million) to take account of uneven cash flows during the year.

This figure was calculated as £28.6 million (£26.3 million in 2010/11) and compares to actual liquid investments of £29.4 million at 31 March 2012 (£32.2 million in 2010/11). This equates to cover of 103 per cent (123 per cent in 2010/11), which the Trustees consider satisfactory. Excluding restricted reserves, general liquid investments amounted to £26.2 million (£29.1 million in 2010/11), shown in the table overleaf.

The Trustees have decided to simplify the reserves policy during 2012/13 as levels of uncertainty relating to the performance of the organisation post-merger have reduced. The new minimum reserves level has been set at £20.0 million.

The listed investments of £21.1 million provide additional liquid resources that can be used to cover any unanticipated shortfall in income or other unbudgeted liabilities that may arise during the year.

Liquid investments

Asset Class	2011/12 £m	2010/11 £m
Unlisted investments	2.3	3.4
Listed investments	21.1	21.4
Investment properties*	1.1	-
Cash at bank and in hand	4.9	7.4
Total liquid investments	29.4	32.2
Less: restricted reserves	3.6	3.1
General liquid investments	25.8	29.1

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

Long term investment fund: asset allocation and benchmark performance

Asset class	Total return (12 months to 31 March 2012) %	Return per index %	Comparison against benchmark %	Asset allocation at 31 March 2012 %
Fixed interest	12.2	14.5	-2.3	16.2
UK equities	-1.3	1.8	-3.1	34.4
Global equities	-3.3	1.2	-4.5	44.7
Alternative assets	6.0	-8.0	14.0	3.6
Liquid assets **	n/a	n/a	n/a	1.0

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

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

Endowed funds: asset allocation and benchmark performance

Asset class	Total return (12 months to 31 March 2012) %	Return per index %	Comparison against benchmark %	Asset allocation at 31 March 2012 %
UK Equity Fund	1.32	1.39	(0.07)	58.8
UK Bond Fund	12.61	12.06	0.55	41.2

Portfolio benchmark: FTSE All Share (Net), 50% FTSE Actuaries UK Gilts All Stocks/50% Barclays Sterling Non-Gilts.

Investment policy

The investment principles adopted by the Trustees are:

- to maximise real returns over time subject to holding a diversified portfolio in order to reduce risk
- at least £2 million is held in cash in order to provide flexibility.

Age UK's investment manager is Sarasin & Partners. As at 31 March 2012 Age UK held £23.4 million (£24.8 million in 2010/11) with Sarasin. This is split into two investment portfolios: one in long-term investments with a market value of £21.3 million (£22.7 million in 2010/11) and the other in short-term investments with a market value of £2.1 million (£2.1 million in 2010/11). The largest holding at 31 March 2012 was an investment in the Sarasin Charity – Thematic UK Equity Fund, which accounted for 34 per cent of the long-term investment portfolio. This is a diversified UK equity fund, in which Age UK invests the UK equity component of the portfolio. The fund seeks to beat the return from the FTSE All Share 5% Capped Index.

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

The portfolio produced a return of +0.5 per cent versus the benchmark return of +3.3 per cent. The average charity produced a return of +1.4 per cent. The short-term fund is invested in defensive and liquid assets, primarily bonds and cash deposits. The short-term fund made a return of 1.6 per cent for the year compared to the return on cash of 0.5 per cent.



Age UK also holds endowed funds with a market value as at 31 March 2012 of £1.8 million (2011 £1.7 million). These funds are managed by J.P. Morgan. The asset allocation and benchmark performance of these endowed funds is shown opposite.

Age UK also holds 11 properties valued at £2.3 million (£2.6 million in 2010/11) as long-term and short-term investments. These are residential properties originally donated under the Gifted Housing Service or left as legacies.

The loss on investments of £0.5 million (£1.4 million gain in 2010/11) reported in the consolidated statement of financial activities reflects the 2.4 per cent fall in the main UK stock market (FTSE 100) during the year. Dividend income increased from £0.6 million in 2010/11 to £0.8 million in 2011/12 and interest income reduced reflecting lower cash balances and continued low interest rates.

Corporate governance



Corporate governance

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

Age UK is a charity constituted as a company limited by guarantee (registered charity number 1128267 and registered company number 6825798) and therefore subject to charity, trust and company law and governed by a Memorandum and Articles of Association, which sets out its charitable objectives in the following terms:

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

Nineteen Members form the company, including 15 Trustees, the Age England Association, Age Cymru, Age NI and Age Scotland.

Age UK is governed by a Board of Trustees, which comprises 15 members and meets between six and eight times a year. The list of Trustees and directors is shown on page 87. The majority of Trustees are elected or appointed for an initial term of two years or three years, with a maximum period of service of two further terms of three years. There is a role description for all Trustees and the Remunerations and Nominations Committee makes recommendations for the appointment of new Trustees to the Board. Four Trustees are elected by the members of the Age England Association. Three Trustees are appointed by the Boards of Age Cymru, Age NI and Age Scotland respectively – these Trustees may serve for longer than the maximum terms that apply to other Trustees.



All candidates for these positions must be able to demonstrate that they can fulfil the requirements of the role description. The process for recruiting new Trustees is based on an evaluation of the balance of diverse skills and experience needed to govern the Charity in its breadth. Newly appointed Trustees receive a letter of appointment, an induction programme and ongoing updates during their term.

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

In 2011/12, in line with recommended good practice, the Board employed independent consultants to carry out a Board Effectiveness Review. The Review provided some useful suggestions for improving the working of the Board, which have now been implemented.

Age UK's formally constituted sub-committees are as follows.

Strategic Finance Committee

This year, the Board created a new sub-committee, Strategic Finance Committee, chaired by Jeremy Greenhalgh. This Committee absorbed the responsibilities of the Commercial Strategy Board within a broader term of reference that includes, among other items, the consideration of the financial plans and income generation performance of Age UK and the cost-effective and efficient operation of the Group.

The Audit and Risk Committee

The Audit and Risk Committee, chaired by David Hunter since 22 March 2012, reviews the audited annual financial statements of the Charity and recommends them to the Board.

It also reviews the Charity's annual statement on internal control and risk management and recommends it to the Board. It reviews reports from the internal and external auditors and monitors management actions to implement recommendations made in audit reports. It determines the frequency and process of tendering for providers of both external and internal audit services and considers their appointment, fees and independence and objectivity. The Committee also regularly reviews risks across the Group and considers any significant incidents reported, to ensure that appropriate mitigating controls are in place. The Chief Executive, the Group Finance Director, the Charity's internal auditors and the external auditors attend meetings of the Audit and Risk Committee, with other directors attending as required.

The Remuneration and Nominations Committee

This Committee, chaired by Dianne Jeffrey, reviews pension, employment and remuneration policies, determines the salary and appointment of the Chief Executive and the executive directors, and approves the annual employee salary increase. It leads the process of trustee appointments, including the appointment of the Chairman of the Board of Trustees. The Chief Executive attends meetings of the Committee with other directors attending as required.

Age UK–HelpAge International Joint Board Committee

The Age UK–HelpAge International Joint Board Committee approves and periodically reviews the Charity's strategy for supporting older people overseas, ensuring its appropriateness alongside the work of other agencies and its consistency with the Charity's strategy as a whole. It oversees and monitors the delivery of the international work programme and ensures that value for money and financial probity is achieved in all funded programmes of international work and operating overheads. The Chief Executive attends meetings of the Committee, with other directors attending as required.

With the creation of Age International, a new Board was established to oversee the operation of this new subsidiary charity, which took effect from 1 April 2012.

Throughout the year, the Board was also advised by the following Committees.

The Partners Sub-Committee

This Committee was established in January 2011 to take decisions and enter into agreements on behalf of Age UK in respect of partner relations with Age UKs, Friends, Forums, Age Cymru, Age NI and Age Scotland and keep the Board of Trustees informed. The Partners Sub-Committee is chaired by Jane Wesson.

The Fundraising Board

This Board considers and focuses on the Charity's fundraising strategy and capabilities and acts as a sub-group of the main Board. The Fundraising Board is chaired by Andrew Goodsell, Chief Executive of Acromas.

Age UK's Director of Fundraising and Chief Executive attend meetings of the Committee, with other directors attending as required.



Age UK and its partners

Age UK is a subscribing member of the Age England Association since its formation in March 2011.

Age UK appoints three observers to participate in the meetings of the AEA Executive.

Age UK also works closely with Age Cymru, Age NI and Age Scotland to co-ordinate work across the UK.

Risk and internal control

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

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

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

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

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

- maintain and develop Age UK's approach to safeguarding older people, other members of the public, volunteers and staff
- maintain and develop the relationship with brand partners and support the local network in an exceptionally challenging environment
- successfully grow Age UK's fundraising activities
- make successful investments in long-term income growth
- improve Age UK's balance sheet given the challenges arising from funding historic defined-benefit pension schemes.

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

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

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

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

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

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

Disclosure of information to auditors

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

Auditors

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

Age UK grant-making policy

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

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

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

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

Details about grants above £5,000 received by Age UK in 2011/12 are included in this report on pages 85 to 86. Full details of Age UK's annual outgoing grants are available upon request from Age UK.



Equalities, diversity and disability

Equalities, diversity and disability are areas of great importance to Age UK. It is fundamental that people are treated fairly, with respect and dignity. Age UK will not tolerate any discrimination, victimisation or harassment on the grounds of age, disability, gender or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

Age UK will strive to take all practical steps to prevent discrimination (on any basis) and promote equality during the course of its work, providing a supportive, challenging and empowering environment for all. We will monitor the conduct of actions taken under the framework of all our policies, including recruitment, in order to identify inequalities and formulate plans to address them, ensuring fairness of treatment at work under the 2010 Equality Act and our cultural values.

Age UK recognises that every person has different needs, preferences and abilities and we must reflect this diversity in everything we do. This includes making our services and products inclusive and accessible to older people from all sections of the community and attracting and retaining a diverse workforce. By positively valuing these differences and harnessing different life experiences, attributes and contributions, Age UK will be a better place to work.

Environment

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

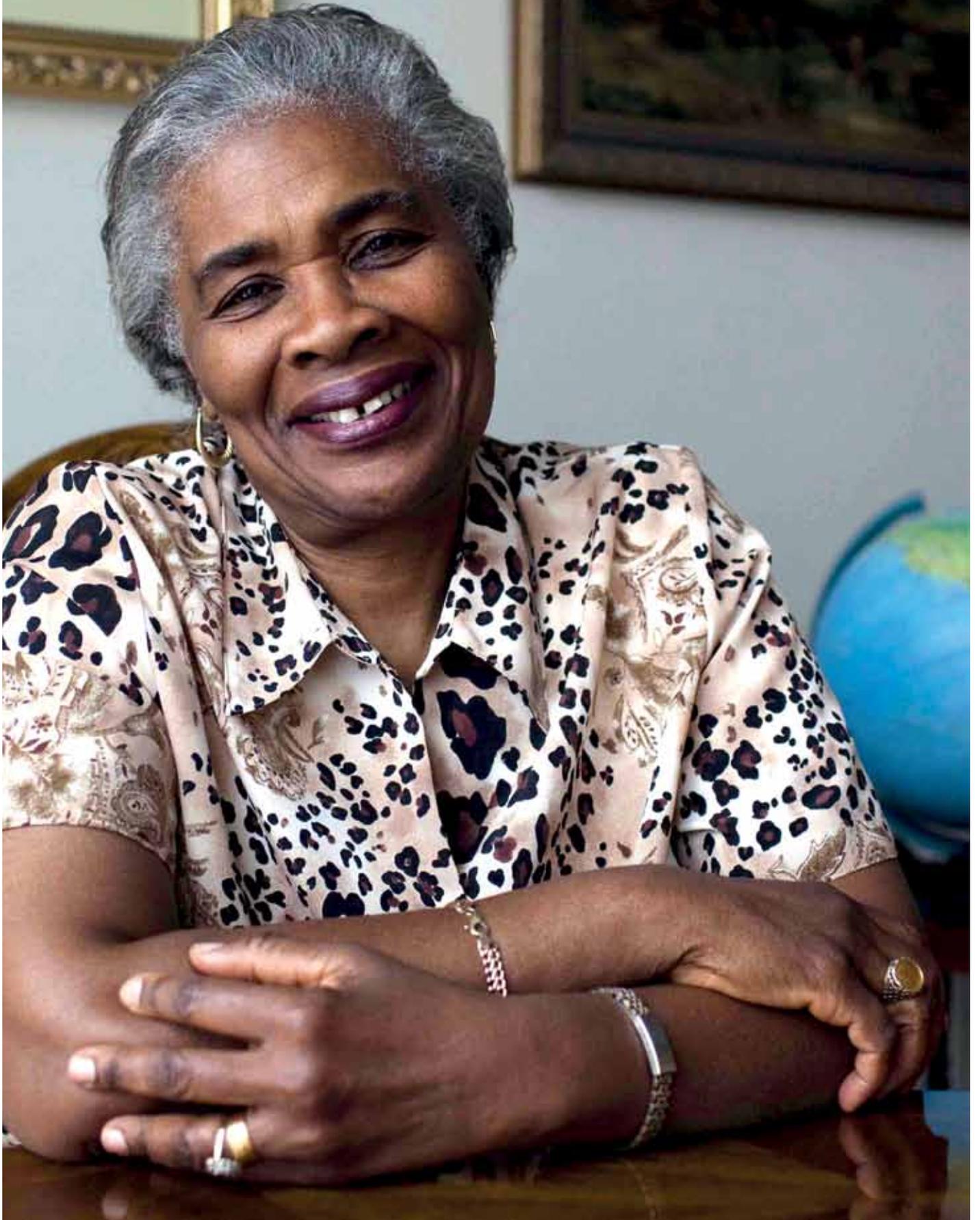
- preventing pollution, reducing waste and ensuring that, wherever practicable, measures are taken to protect and preserve natural habitats, flora and fauna
- considering the effect that our operations may have on the local and wider community
- taking action to eliminate or reduce, as far as practicable, any potentially adverse environmental impacts
- promoting environmental awareness among our suppliers, contractors and partners by implementing operational procedures seeking to work in partnership with the community by behaving in a considerate and socially responsible manner
- ensuring effective and expedient incident control, investigation and reporting.

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

Approved by the Board on 29 November 2012 and signed on its behalf by:

Dianne Jeffrey CBE DL
Chairman

Auditors' report and accounts



Independent auditors' report to the members of Age UK

We have audited the financial statements of Age UK for the year ended 31 March 2012 set out on pages 60 to 84. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities set out on page 56, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2012 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- have been properly prepared in accordance with UK Generally Accepted Accounting Practice
- have been prepared in accordance with the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

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



M.G. Fallon (Senior Statutory Auditor)
for and on behalf of
KPMG LLP, Statutory Auditor
Chartered Accountants
1 Forest Gate, Brighton Road
Crawley RH11 9PT

18 December 2012

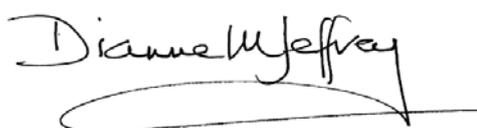
	Note	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	32,032	18,019	50,051	46,872
Activities for generating funds					
Retail		45,921	–	45,921	44,728
Insurance and other commissions		39,453	–	39,453	33,822
Other trading income	3a	23,430	456	23,886	23,335
Sale of services by joint venture		993	–	993	874
Less share of joint ventures' turnover		(993)	–	(993)	(874)
		108,804	456	109,260	101,885
Investment income	4	809	–	809	581
Incoming resources from charitable activities	5	5,297	862	6,159	6,722
Other incoming resources					
Gain on disposal of fixed assets		1,373	3	1,376	323
Total incoming resources		148,315	19,340	167,655	156,383
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	6	(6,145)	(367)	(6,512)	(7,771)
Activities for generating funds					
Retail		(39,870)	(88)	(39,958)	(38,998)
Insurance and other commissions		(19,796)	(7)	(19,803)	(15,820)
Other trading costs	3b	(17,492)	(19)	(17,511)	(16,750)
		(77,158)	(114)	(77,272)	(71,568)
Investment management costs	6	(100)	(9)	(109)	(67)
Total cost of generating funds		(83,403)	(490)	(83,893)	(79,406)
Charitable activities					
Money matters		(6,022)	(2,116)	(8,138)	(5,392)
Home & care		(10,425)	(3,334)	(13,759)	(12,061)
Health & wellbeing		(5,972)	(5,467)	(11,439)	(10,518)
Travel & lifestyle		(1,542)	(34)	(1,576)	(1,046)
Work & learning		(2,336)	(673)	(3,009)	(2,663)
Around the world		(7,008)	(5,756)	(12,764)	(9,047)
Closer to home		(27,130)	(2,600)	(29,730)	(31,787)
	6	(60,435)	(19,980)	(80,415)	(72,514)
Governance costs	7	(623)	(8)	(631)	(652)
Integration costs	28	(867)	–	(867)	(5,515)
Total resources expended		(145,328)	(20,478)	(165,806)	(158,087)
Net incoming resources before joint ventures and transfers	10	2,987	(1,138)	1,849	(1,704)
Share of operating profit of joint ventures		510	–	510	493
Gross transfers between funds	19	(1,692)	1,692	–	–
Net income/(expenditure) for the year before other recognised gains and losses		1,805	554	2,359	(1,211)
(Loss)/gain on investment assets		(483)	25	(458)	1,327
Actuarial (losses)/gain on defined-benefit pension schemes	21	(8,589)	–	(8,589)	7,328
Net movement of funds in year		(7,267)	579	(6,688)	7,444
Reconciliation of funds					
Total funds at 1 April		15,184	4,867	20,051	12,607
Total funds at 31 March	20	7,917	5,446	13,363	20,051

All incoming resources and resources expended derive from continuing activities. The notes supporting the financial statements are on pages 63 to 86.

	Note	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Fixed assets					
Tangible assets	11	20,149	19,484	16,562	16,374
Investments					
Investments	12	26,437	29,171	27,515	30,249
Investments in joint venture:					
Share of gross assets	12	319	234	-	-
Share of gross liabilities	12	(74)	(64)	-	-
Share of net assets		245	170	-	-
Total fixed assets		46,831	48,825	44,077	46,623
Current assets					
Stock	13	346	652	-	-
Debtors	14	21,593	18,997	33,099	30,353
Short-term investments	15	1,067	1	1,067	1
Cash at bank and in hand		4,931	7,996	-	-
Total current assets		27,937	27,646	34,166	30,354
Liabilities					
Creditors: amounts falling due within one year	16	(31,781)	(28,175)	(35,134)	(28,529)
Net current (liabilities)/assets		(3,844)	(529)	(968)	1,825
Creditors: amounts falling due after one year	17	(959)	(1,427)	(953)	(1,069)
Provisions for liabilities and charges	18	(6,581)	(10,937)	(6,540)	(10,807)
Net assets, excluding pension liability		35,447	35,932	35,616	36,572
Defined-benefit pension scheme liability	21	(22,084)	(15,881)	(21,935)	(15,783)
Net assets, including pension liability		13,363	20,051	13,681	20,789
Funds					
Endowment funds	19	1,814	1,798	1,814	1,798
Restricted funds	19	3,632	3,069	3,632	3,069
Endowed and restricted funds		5,446	4,867	5,446	4,867
Fixed asset fund	19	16,094	14,873	16,094	14,873
General reserve	19	13,907	16,192	14,076	16,832
Unrestricted funds, excluding pension liability		30,001	31,065	30,170	31,705
Pension liability	21	(22,084)	(15,881)	(21,935)	(15,783)
Total funds		13,363	20,051	13,681	20,789

Company registration number: 06825798

The financial statements on pages 60 to 86 were approved by the Board of Trustees on 29 November 2012 and signed on its behalf by:



Dianne Jeffrey
Chairman

Consolidated cash flow statement

For the year ended 31 March 2012

	Group 2012 £'000	Group 2011 £'000	
Net cash (outflow)/inflow from operating activities	(2,249)	4,479	
Distribution received from joint venture	435	1,082	
Returns on investment and servicing of finance			
Investment income and interest received	809	581	
Investment management costs	(109)	(67)	
Net cash inflow from returns on investments	700	514	
Capital expenditure and financial investment			
Purchase of tangible and intangible fixed assets	(5,212)	(7,536)	
Sale of tangible and intangible fixed assets	2,362	603	
Purchase of fixed assets unlisted investments	(123)	(11,712)	
Sale of fixed assets investment	1,331	12,004	
Net cash (outflow) for capital expenditure and financial investment	(1,642)	(6,641)	
Management of liquid resources and financing			
Repayment of bank loans	(247)	(231)	
Sale of current asset investments	(1)	1,199	
Net cash (outflow)/inflow from management of liquid resources and financing	(248)	968	
(Decrease)/increase in cash in the period	(3,004)	402	
Reconciliation of net cash flow to movement in net funds			
(Decrease)/increase in cash in the period	(3,004)	402	
Cash inflow from decrease in liquid resources	1	(1,199)	
Cash outflow from decrease in debt	247	231	
Movement in net funds in the period	(2,756)	(566)	
Net funds at 1 April	6,915	7,481	
Net funds at 31 March	4,159	6,915	
Reconciliation of net incoming/(outgoing) resources to net cash inflow/(outflow) from operating activities			
Net inflowing/(outgoing) resources	1,849	(1,704)	
Investment income and interest received	(809)	(581)	
Investment management costs	109	67	
Impairment of intangible and tangible assets	711	(72)	
Depreciation and amortisation charge	2,850	2,425	
(Profit) on sale of fixed assets	(1,376)	(323)	
Decrease in stocks	306	36	
(Increase)/decrease in debtors	(2,596)	1,487	
Increase in creditors, excluding overdrafts and loans	3,449	2,322	
(Decrease)/increase in provisions	(4,356)	2,131	
Difference between pension charge and cash contribution	(2,386)	(1,309)	
Net cash (outflow)/inflow from operating activities	(2,249)	4,479	
Analysis of changes in net funds			
	Group at 1 April 2011	Cash flows	Group at 31 March 2012
Cash at bank and in hand	7,996	(3,065)	4,931
Overdrafts and loans due after one year	(835)	63	(772)
	7,161	(3,002)	4,159
Short-term deposits	1	(1)	-
Loans due after one year	(247)	247	-
	6,915	(2,756)	4,159

1. Accounting policies

The Charity is a company limited by guarantee. The members of the company are the Trustees, who are also ordinary members and named on page 87. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

The principal accounting policies are summarised below.

Basis of preparation

The financial statements have been prepared under the historical cost convention, with the exception of investments, which are included at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities, published in March 2005, and applicable Accounting Standards.

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

In the year the Charity is presenting its charitable activities under seven new headings, which better reflect how the different functions within the Charity work together to improve later life. Accordingly, the comparative figures have been restated.

Basis of consolidation

The consolidated accounts of the Group incorporate the accounts of the Charity, its subsidiary undertakings and its share in its joint ventures. Joint ventures are accounted for using the gross equity method of accounting. The Trustees have taken the exemption conferred by S408(3) Companies Act 2006, accordingly the accounts present a consolidated Statement of Financial Activities (SOFA) only. In order to comply with the Charities SORP the gross income and net incoming resources for the Charity for the year to 31 March 2012 are disclosed in Note 19.

Incoming resources

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

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

- Donations and all other receipts generated from fundraising are reported gross on a receivable basis.
- Legacies are accounted for as incoming resources once the receipt of the legacy becomes reasonably certain and quantifiable. For pecuniary legacies, this will generally be at the point probate is granted. For residuary legacies, this will generally be on the earlier of cash receipt or once confirmation has been received from the representatives of the estates that payment of the legacy will be made or property transferred and once all conditions attached to the legacy have been fulfilled.
- Grants receivable, where related to performance and specific deliverables, income is accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance of performance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued.
- Gifts in Kind, where donated for distribution, these are included at the value to the Charity and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold, at the price at which they are sold.
- Where donated services and facilities are provided, they are included at the value to the Charity where they can be quantified. An equivalent item has been recognised in costs. The value placed on them has been the value to the Charity (i.e. the price the Charity would have paid on the open market). No amounts are included in the financial statements for services donated by volunteers.
- Investment income is accounted for when receivable and includes the related tax recoverable.
- Shop sales are accounted for as income on a receipts basis.
- Trading income is accounted for on an invoiced basis. Income from insurance activities is accounted for when the insurance policy is sold or renewed. The upfront payment arising from the sale of emergency alarm products through an Age UK subsidiary (Aid-Call Limited) is accounted on an invoiced basis.
- Sales from Training are accounted for according to when income is received. Where income is received in advance of delivery of the training its recognition is deferred and included in creditors until the contract is performed. Where the income is received after the delivery the income is accounted for on an invoiced basis.

Resources expended

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

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

Tangible fixed assets

Tangible fixed assets costing more than £5,000 are capitalised and included at cost, including any incidental expenses of acquisition. Depreciation and any impairment is provided on all tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows.

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

Investments

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

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

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

The listed investments are held as fixed assets as it is the Charity's intention to retain these investments. They are, however, readily available and can be disposed of and converted into cash if necessary to meet any obligations.

Gifted Housing Service

Gifted houses are accounted for as income when donated at market value. A qualified surveyor carries out the valuations. When an individual donates a house to the Charity, the Charity is committed to caring for that individual. An annual actuarial valuation of the total cost of care for individuals who have gifted their house is made and the sum is included within provision for liabilities and charges. Costs of care are charged to the provision as incurred (Note 18). The properties are held as tangible fixed assets, at their donated value and depreciated over 50 years. A property is sold when it is vacated realising a gain or loss.

Leases

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

Stock

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

Liquid resources

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

Pensions

For defined-benefit schemes, the amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments.

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

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

The Charity contributes to two closed defined-benefits scheme.

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

The Charity contributes to a group personal pension plan operated by Zurich as well as an occupational money-purchase scheme. A pension plan is available to all employees over the age of 18. The assets of the scheme are held separately from those of the Charity. The annual contribution payments are charged to the SOFA.

Funds**Endowment funds**

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

Restricted funds

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

Unrestricted funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and includes both designated and general reserves as follows.

Fixed asset funds

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

International funds

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

General reserves

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

Pension reserve

In accordance with FRS17 – Retirement benefits, the liability attributable to the pension schemes as set out in Note 21 is shown as a reduction of total funds. Age UK anticipates that these commitments will be met through future cash flows, and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

2. Voluntary income

	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Donations and gifts	8,747	10,667	19,414	18,456
Legacies	22,900	563	23,463	21,556
Grants	385	6,789	7,174	6,860
	<u>32,032</u>	<u>18,019</u>	<u>50,051</u>	<u>46,872</u>

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

3. Other trading income and costs

	Raffles and lotteries £'000	Alarm services £'000	Training £'000	Corporate sponsorship and events £'000	2012 Total £'000	2011 Total £'000
3a. Other trading income	<u>9,156</u>	<u>7,189</u>	<u>5,588</u>	<u>1,953</u>	<u>23,886</u>	<u>23,335</u>
3b. Other trading costs	<u>(4,479)</u>	<u>(6,187)</u>	<u>(5,303)</u>	<u>(1,542)</u>	<u>(17,511)</u>	<u>(16,750)</u>

4. Investment income

	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Dividend income	803	–	803	460
Bank interest receivable	6	–	6	121
	<u>809</u>	<u>–</u>	<u>809</u>	<u>581</u>

5. Charitable income

	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Money matters	2	153	155	10
Home & care	5,031	541	5,572	6,098
Health & wellbeing	1	145	146	30
Travel & lifestyle	1	–	1	2
Work & learning	1	22	23	14
Around the world	211	–	211	171
Closer to home	50	1	51	397
	<u>5,297</u>	<u>862</u>	<u>6,159</u>	<u>6,722</u>

6. Resources expended

	Activities undertaken directly £'000	Grant funding of activities £'000	Allocation of support costs £'000	2012 Total £'000	2011 Total £'000
Costs of generating funds					
Costs of generating voluntary income					
Donations and gifts	3,186	–	1,369	4,555	6,072
Legacies	620	–	777	1,397	1,208
Grants	280	–	280	560	491
	<u>4,086</u>	<u>–</u>	<u>2,426</u>	<u>6,512</u>	<u>7,771</u>
Activities for generating funds					
Retail	35,881	–	4,077	39,958	38,998
Insurance and other commissions	18,517	–	1,286	19,803	15,820
Other trading costs	16,459	–	1,052	17,511	16,750
	<u>70,857</u>	<u>–</u>	<u>6,415</u>	<u>77,272</u>	<u>71,568</u>
Investment management costs					
	109	–	–	109	67
	<u>75,052</u>	<u>–</u>	<u>8,841</u>	<u>83,893</u>	<u>79,406</u>
Charitable activities					
Money matters	5,015	2,380	743	8,138	5,392
Home & care	10,489	1,609	1,661	13,759	12,061
Health & wellbeing	6,137	4,484	818	11,439	10,518
Travel & lifestyle	1,292	70	214	1,576	1,046
Work & learning	1,909	730	370	3,009	2,663
Around the world	1,465	10,975	324	12,764	9,047
Closer to home	21,079	7,044	1,607	29,730	31,787
	<u>47,386</u>	<u>27,292</u>	<u>5,737</u>	<u>80,415</u>	<u>72,514</u>
Governance costs					
	411	–	220	631	652
Integration costs					
	867	–	–	867	5,515
Total resources expended	<u>123,716</u>	<u>27,292</u>	<u>14,798</u>	<u>165,806</u>	<u>158,087</u>

Analysis for grants	2012 £'000	2011 £'000
UK grants		
Research	861	1,491
Home services	2,215	92
Wellbeing services	3,171	2,495
Digital inclusion	191	122
Engagement	157	-
Information and Advice	1,141	677
Support of organisations working for people in later life	8,242	11,395
Services development programmes	339	28
Total UK grants	16,317	16,300
International grants		
HelpAge International	5,295	1,834
Sponsor a Grandparent	2,205	2,297
Disasters Emergency Committee (DEC)	2,879	3,153
Emergency appeals	271	251
Other international projects	325	388
Total international grants	10,975	7,923
Total grants	27,292	24,223

All grants to HelpAge International were made in sterling and therefore there were no transactions in foreign currencies. Just under 1,800 grants were awarded to organisations during the year ending 31 March 2012; no grants were made to individuals. A full list is available on request.

During the year ended 31 March 2012 the Charity did not award any new medical research grants under its Research into Ageing programme (2011: £270,230).

7. Support Costs

	Directorate £'000	Finance and legal £'000	Office management £'000	IT £'000	Human resources £'000	Property £'000	2012 Total £'000	2011 Total £'000
Costs of generating funds								
Costs of generating voluntary income								
Donations and gifts	71	296	412	343	189	58	1,369	970
Legacies	40	168	234	195	107	33	777	551
Grants	14	61	84	70	39	12	280	199
	125	525	730	608	335	103	2,426	1,720
Activities for generating funds								
Retail	161	742	306	1,063	1,770	35	4,077	2,978
Insurance and other commissions	71	119	363	191	488	54	1,286	1,017
Other trading costs	46	189	157	281	358	21	1,052	675
	278	1,050	826	1,535	2,616	110	6,415	4,670
Charitable activities								
Money matters	33	116	215	231	122	26	743	661
Home & care	63	268	462	527	289	52	1,661	1,321
Health & wellbeing	35	129	233	256	137	28	818	1,260
Travel & lifestyle	10	33	63	66	34	8	214	194
Work & learning	16	58	107	115	61	13	370	394
Around the world	17	48	98	98	50	13	324	207
Closer to home	66	290	409	469	326	47	1,607	1,878
	240	942	1,587	1,762	1,019	187	5,737	5,915
Governance costs	96	124	-	-	-	-	220	287
Total support costs	739	2,641	3,143	3,905	3,970	400	14,798	12,592
2011 Total	645	2,013	2,920	3,811	2,910	293	12,592	

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

The central support costs are allocated as follows.

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

Governance costs are made up of the following.

	2012 Total £'000	2011 Total £'000
Internal audit	190	165
External audit	166	162
Trustees' expenses	10	13
Trustees' indemnity insurance	6	6
Trustees' conference and meeting costs	39	19
Apportionment of Directors' costs (based on time spent)	96	133
Company secretariat	124	154
	631	652

8. Staff costs and staff numbers

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Salaries and wages	44,131	42,529	8,906	8,842
Social security costs	3,933	3,847	964	925
Pension costs	2,375	1,967	667	588
	<u>50,439</u>	<u>48,343</u>	<u>10,537</u>	<u>10,355</u>

Total redundancy cost for 2012 were £1,182,000 for the Group (2011: £691,000) and £798,000 for the Charity (2011: £210,000).

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

	Group 2012	Group 2011	Charity 2012	Charity 2011
Retail activities	1,157	1,207	-	-
Other trading activities	523	485	-	-
Other	251	253	251	253
	<u>1,931</u>	<u>1,945</u>	<u>251</u>	<u>253</u>

	Group 2012	Group 2011	Charity 2012	Charity 2011
£60,000-£70,000	10	8	4	3
£70,001-£80,000	15	9	2	-
£80,001-£90,000	4	4	-	-
£90,001-£100,000	1	4	1	2
£100,001-£110,000	6	5	-	-
£110,001-£120,000	3	1	-	-
£170,001-£180,000	-	2	-	-
£180,001-£190,000	2	-	-	-
Total banded employees	<u>41</u>	<u>33</u>	<u>7</u>	<u>5</u>

Contributions of £272,295 have been paid into pension schemes on behalf of 36 of the above employees (2011: £210,314).

The Group salary bands include employees in both the Charity and trading subsidiaries.

At 31 March 2012 there are 1,003 staff members in the defined-contribution schemes (2011: 890 members).

9. Trustee emoluments

The Trustees received no remuneration for their services.

The aggregated amount of expenses reimbursed to 15 Trustees during the year was £10,334 (2011: £13,015, 15 Trustees).

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

Indemnity insurance is provided for Trustees, premiums paid during the year totalled £6,095 (2011: £6,038).

10. Net income

This is stated after charging:	2012 £'000	2011 £'000
Depreciation and amortisation of tangible and intangible fixed assets	2,850	2,425
Trustees' indemnity insurance	6	6
Trustees' reimbursed expenses	10	13
Interest payable	136	51
External Auditors' remuneration		
Audit of these financial statements	70	70
Audit of subsidiary companies	96	92
Other services relating to taxation	110	132
All other services	74	11
Operating lease rentals – buildings	8,828	11,344
Operating lease rentals – other	78	64

11. Tangible fixed assets

The Group

	Freehold and long leasehold £'000	Gifted Housing £'000	Short leasehold £'000	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Cost						
Balance brought forward	7,342	7,002	15,542	2,642	8,876	41,404
Additions in year	-	651	540	536	3,485	5,212
Disposals in year	-	(1,046)	-	(754)	(1,812)	(3,612)
Transfers to investment properties	(104)	-	-	-	-	(104)
At 31 March 2012	7,238	6,607	16,082	2,424	10,549	42,900
Depreciation						
Balance brought forward	(2,515)	(757)	(10,674)	(2,281)	(5,693)	(21,920)
Charge for the year	(159)	(106)	(771)	(255)	(1,559)	(2,850)
Impairment of assets	(711)	-	-	-	-	(711)
Disposals in year	-	208	-	753	1,752	2,713
Transfers to investment properties	17	-	-	-	-	17
At 31 March 2012	(3,368)	(655)	(11,445)	(1,783)	(5,500)	(22,751)
Net book value at 31 March 2012	3,870	5,952	4,637	641	5,049	20,149
Net book value at 31 March 2011	4,827	6,245	4,868	361	3,183	19,484

The Charity

	Freehold and long leasehold £'000	Gifted Housing £'000	Short leasehold £'000	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Cost						
Balance brought forward	6,662	7,002	15,436	2,642	2,009	33,751
Additions in year	-	651	451	536	2,041	3,679
Disposals in year	-	(1,046)	-	(754)	(777)	(2,577)
Transfers to investment properties	(104)	-	-	-	-	(104)
At 31 March 2012	6,558	6,607	15,887	2,424	3,273	34,749
Depreciation						
Balance brought forward	(2,304)	(757)	(10,610)	(2,281)	(1,425)	(17,377)
Charge for the year	(111)	(106)	(736)	(255)	(586)	(1,794)
Impairment of assets	(711)	-	-	-	-	(711)
Disposals in year	-	208	-	753	717	1,678
Transfers to investment properties	17	-	-	-	-	17
At 31 March 2011	(3,109)	(655)	(11,346)	(1,783)	(1,294)	(18,187)
Net book value at 31 March 2012	3,449	5,952	4,541	641	1,979	16,562
Net book value at 31 March 2011	4,358	6,245	4,826	361	584	16,374

Depreciation charge for the year for leased assets**The Group**

	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Depreciation charge for the year	72	342	414
Net book value	417	2,244	2,661

The Charity

	Motor vehicles £'000	Equipment, fixtures and fittings £'000	Total £'000
Depreciation charge for the year	72	54	126
Net book value	417	509	926

The net book value of freehold and long-leasehold properties comprises the following**Fixed assets: building value**

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Freehold interest, including Gifted Housing	6,523	7,565	6,523	7,565
Long leaseholds	272	279	272	279
	<u>6,795</u>	<u>7,844</u>	<u>6,795</u>	<u>7,844</u>

Fixed assets: land value

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Freehold interest, including Gifted Housing	3,027	3,228	2,606	2,759
	<u>3,027</u>	<u>3,228</u>	<u>2,606</u>	<u>2,759</u>

12. Investments

	Listed and unlisted investments £'000	Investment properties £'000	Group £'000	Shares in subsidiary undertaking £'000	Charity £'000
Market value at 1 April 2011	26,533	2,638	29,171	1,078	30,249
Additions/transfer from tangible fixed assets	36	87	123	-	123
Disposals	(790)	(450)	(1,240)	-	(1,240)
Transfer to current asset investments	-	(1,098)	(1,098)	-	(1,098)
Revaluation surplus/(deficit) including management fees	(567)	48	(519)	-	(519)
Market value at 31 March 2012	25,212	1,225	26,437	1,078	27,515
Historic value at 31 March 2012	23,885	-	23,885	1,078	24,963

Investment properties are properties acquired either through our Gifted Housing programme or received as legacy. When these properties are retained by Age UK, instead of being sold, they are classified as investment properties.

As these properties are acquired at a nil cost to the organisation they do not carry a historic value.

The investment properties of the Charity and Group were valued at 31 March 2012 and 31 March 2011 at open market value by Countrywide Surveyors.

In the year investment properties with a value of £1,098,000 were transferred from fixed asset investment to current asset investments, as these properties are intended to be disposed of in the financial year 2012/13.

Listed and unlisted investments comprise the following.

		2012 £'000	2011 £'000
Sarasin & Partners	- Sterling Fixed Interest fund	3,687	3,752
	- UK Equities fund	7,702	8,344
	- Global Equities fund	8,879	8,304
	- Property	-	85
	- Alternative Assets	843	937
		<u>21,111</u>	<u>21,422</u>
Sarasin & Partners, unlisted investments	- Liquid Assets	2,305	3,333
		<u>23,416</u>	<u>24,755</u>
Sarasin & Partners, total long-term and short-term investments			
Other	- Other	11	11
		<u>11</u>	<u>11</u>
Endowed funds		2012 £'000	2011 £'000
J. P. Morgan	- UK Equity Fund for Charities	1,010	1,045
	- Bond Fund for Charities	708	656
Sarasin & Partners	- Sterling Fixed Interest	13	12
	- UK Equities	54	54
		<u>1,785</u>	<u>1,767</u>
Total value of listed and unlisted investments		25,212	26,533
Joint ventures		2012 £'000	2011 £'000
Share of gross assets			
Share of fixed assets		3	9
Share of current assets		316	225
		<u>319</u>	<u>234</u>
Share of gross liabilities			
Liabilities due within one year or less		(74)	(64)
Share of net assets		245	170

Subsidiaries at 31 March 2012

The Group includes the following subsidiary trading companies.

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

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

13. Stock

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Finished goods and goods for resale	346	652	-	-
	<u>346</u>	<u>652</u>	<u>-</u>	<u>-</u>

14. Debtors

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Trade debtors	8,353	7,181	975	820
Amounts due from group undertakings	–	–	6,080	5,375
Other debtors	5,354	3,555	4,080	2,855
Gift aid due from subsidiaries	–	–	14,734	13,607
Prepayments and accrued income	7,886	8,261	7,230	7,696
	<u>21,593</u>	<u>18,997</u>	<u>33,099</u>	<u>30,353</u>

Included within other debtors is a £1,800,000 (2011: £1,800,000) held in an escrow account relating to the Charity's defined-benefit pension schemes.

15. Short-term investments

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Short-term deposits	–	1	–	1
Current investment properties	1,067	–	1,067	–
	<u>1,067</u>	<u>1</u>	<u>1,067</u>	<u>1</u>

Short-term deposits are held with banks with a minimum rating of Fitch short-term F1. In the year liquid investments has been placed with BlackRock (formerly Barclays Global Investors).

Current investment properties consist of properties that are in the process of being sold or intended to be sold during financial year 2012/13. These have been transferred from fixed asset investment at the value of £1,098,000 prior to revaluation.

16. Creditors: amounts falling due within one year

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Trade creditors	(7,830)	(5,041)	(5,276)	(2,039)
Amounts due to group undertakings	(362)	(288)	(15,317)	(13,932)
Tax and social security payable	(1,604)	(1,610)	(875)	(881)
Bank loan and overdraft	(772)	(835)	(525)	(604)
Short-term grants	(967)	(1,811)	(967)	(1,811)
Other creditors	(8,248)	(5,591)	(5,619)	(3,674)
Finance leases	(257)	–	(257)	–
Accruals and deferred income	(11,741)	(12,999)	(6,298)	(5,588)
	<u>(31,781)</u>	<u>(28,175)</u>	<u>(35,134)</u>	<u>(28,529)</u>

Amounts due to group undertakings, includes amounts due to joint ventures of £343,000 (2011: £302,000)

The bank loans are secured by a debenture over the assets of the Age UK Enterprises Limited, they are payable in quarterly instalments and carry a fixed interest rate of 6.54%.

The movements in deferred income are analysed as follows.

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Deferred income at 1 April	(4,236)	(2,256)	–	(394)
Amounts released from previous years	4,236	2,256	–	394
Incoming resources deferred in the year	(1,737)	(4,236)	–	–
Deferred income at 31 March	<u>(1,737)</u>	<u>(4,236)</u>	<u>–</u>	<u>–</u>

Deferred income as at 31 March 2012 is made up of the following: sale of lottery tickets for future draws £749,000 (2011: £1,709,000), prepaid alarm monitoring services £912,000 (2011: £856,000) and other miscellaneous items £76,000 (2011: £nil). There is no other deferred income in the year (2011: there were £1,750,000 of deferred income for services carried out in 2011/12).

17. Creditors: amounts falling due after one year

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Long-term grants	(381)	(967)	(381)	(967)
Bank loans	–	(247)	–	–
Interest-free loans	(15)	(15)	(15)	(15)
Operating lease incentives	(75)	(119)	(69)	(87)
Finance leases	(488)	–	(488)	–
Deferred income	–	(79)	–	–
	<u>(959)</u>	<u>(1,427)</u>	<u>(953)</u>	<u>(1,069)</u>
	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Creditors due after one year:				
One to two years	(712)	(897)	(706)	(786)
Two to five years	(232)	(515)	(232)	(268)
Over five years	(15)	(15)	(15)	(15)
	<u>(959)</u>	<u>(1,427)</u>	<u>(953)</u>	<u>(1,069)</u>

The total amount of finance leases due after one year, £488,000 (2011: £nil) is due within one to two years. The bank loans are secured by a debenture over the assets of the Age UK Enterprises Limited, they are payable in quarterly instalments and carry a fixed interest rate of 6.54%.

18. Provisions for liabilities and charges

	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Provisions at 1 April	(10,937)	(8,806)	(10,807)	(8,716)
Utilised in the year	6,435	3,502	6,306	3,412
Charged to statement of financial activities	(2,079)	(5,633)	(2,039)	(5,503)
Provisions at 31 March	<u>(6,581)</u>	<u>(10,937)</u>	<u>(6,540)</u>	<u>(10,807)</u>
	Group 2012 £'000	Group 2011 £'000	Charity 2012 £'000	Charity 2011 £'000
Provisions due within one year	(2,129)	(4,063)	(2,088)	(3,933)
Provisions due after more than one year	(4,452)	(6,874)	(4,452)	(6,874)
	<u>(6,581)</u>	<u>(10,937)</u>	<u>(6,540)</u>	<u>(10,807)</u>

The provision for liabilities and charges as at 31 March 2012 is predominantly made up of the following: to cover Age UK's commitment to provide care and property maintenance for beneficiaries who have donated real estate to the Charity £4,057,000 (2011: £4,620,000), to provide for property maintenance and repairs where there is a current obligation £332,000 (2011: £2,668,000), a commitment made to future grant payments where the exact amount is uncertain £1,539,000 (2011: £2,421,000) and obligations in relation to onerous leases £576,000 (2011: £970,000). In the 2012 year-end balance there are also other miscellaneous obligations provided for £77,000 (2011: £258,000); these are mainly made up of obligations in relation to the Young People's Learning Agency and amounts set aside for refunds in relation to retail gift aid.

19. Movement in funds

The Group

	31 March 2011	Incoming resources	Outgoing resources	Unrealised/ realised gains and losses	Transfers	31 March 2012
	£'000	£'000	£'000	£'000	£'000	£'000
Endowed funds						
Charity of C. E. Saunders	766	-	(4)	10	-	772
Gillingham	846	-	(5)	14	-	855
Miss E. Lipson Trust	136	-	-	1	-	137
ACE Legacy Endowment Fund	50	-	-	-	-	50
	1,798	-	(9)	25	-	1,814
Restricted funds						
United Kingdom						
Research	331	1,009	(648)	-	(195)	497
Home services	350	3,679	(4,019)	-	338	348
Wellbeing services	321	4,097	(3,865)	-	12	565
Digital inclusion	202	120	(240)	-	-	82
Engagement	80	283	(279)	-	-	84
Information and Advice	1,407	400	(382)	-	(1,195)	230
Support of organisations working for people in later life	4,301	3,697	(4,844)	-	847	4,001
Others	240	34	(219)	-	39	94
Total United Kingdom	7,232	13,319	(14,496)	-	(154)	5,901
International						
HelpAge International	(2,016)	757	(4)	-	(2,925)	(4,188)
Sponsor a Grandparent	(4,275)	1,899	(2,401)	-	4,782	5
Disasters Emergency Committee (DEC)	1,584	2,868	(2,907)	-	22	1,567
Emergency appeals	324	231	(312)	-	(32)	211
Other international projects	220	266	(349)	-	(1)	136
Total international	(4,163)	6,021	(5,973)	-	1,846	(2,269)
Total restricted funds	3,069	19,340	(20,469)	-	1,692	3,632
Total endowed and restricted funds	4,867	19,340	(20,478)	25	1,692	5,446
Unrestricted funds						
Fixed asset funds	14,873	-	-	-	1,221	16,094
International funds	-	-	-	-	1,061	1,061
Unrealised gains on investment assets	8,329	-	-	(483)	-	7,846
General funds	8,986	83,807	(83,602)	-	(3,539)	5,652
Joint venture	170	510	-	-	(435)	245
Non-charitable trading funds	(1,293)	64,507	(64,111)	-	-	(897)
Unrestricted funds, excluding pension liability	31,065	148,824	(147,713)	(483)	(1,692)	30,001
Pension reserve	(15,881)	-	2,386	(8,589)	-	(22,084)
Total funds	20,051	168,164	(165,805)	(9,047)	-	13,363

Age UK receives funding from the Big Lottery Fund for its Fit as a Fiddle programme, receipts are treated as restricted funds and are included under Wellbeing Services. At 1 April 2011 there was a balance of £179,720 brought forward, during the year a further £3,912,980 was received from the Big Lottery Fund and £3,764,526 was expensed, leaving a balance of £328,174 to be carried forward into the 2012/13 financial year.

The grant commitment to international aid programmes for 2011/12 has been treated as a liability and charged to these financial statements. This creates a negative balance on these funds, which in 2012/13 will be matched by anticipated restricted income or a transfer from general funds, as was done in this financial year.

Transfers from general funds to the fixed asset fund have also been made as fixed assets have increased in the year.

Transfers from UK restricted funds to general funds have been made to reimburse general funds, where activities financed through general funds meet restricted fund criteria.

Transfers also include some reallocation of funds between different lines in the restricted fund section. These transfers are not fund transfers as such, but are only a presentational change for those funds that have been included under a different category in the current year compared to last year.

The Charity

	31 March 2011	Incoming resources	Outgoing resources	Unrealised/ realised gains and losses	Transfers	31 March 2012
	£'000	£'000	£'000	£'000	£'000	£'000
Endowed funds						
Charity of C. E. Saunders	766	-	(4)	10	-	772
Gillingham	846	-	(5)	14	-	855
Miss E. Lipson Trust	136	-	-	1	-	137
ACE Legacy Endowment Fund	50	-	-	-	-	50
	1,798	-	(9)	25	-	1,814
Restricted funds						
United Kingdom						
Research	331	1,009	(648)	-	(195)	497
Home services	350	3,679	(4,019)	-	338	348
Wellbeing services	321	4,097	(3,865)	-	12	565
Digital inclusion	203	120	(240)	-	0	83
Engagement	79	283	(279)	-	0	83
Information and Advice	1,407	400	(382)	-	(1,195)	230
Support of organisations working for people in later life	4,301	3,697	(4,844)	-	847	4,001
Others	240	34	(219)	-	39	94
Total United Kingdom	7,232	13,319	(14,496)	-	(154)	5,901
International						
HelpAge International	(2,016)	757	(4)	-	(2,925)	(4,188)
Sponsor a Grandparent	(4,275)	1,899	(2,401)	-	4,782	5
Disasters Emergency Committee (DEC)	1,584	2,868	(2,907)	-	22	1,567
Emergency appeals	324	231	(312)	-	(32)	211
Other international projects	220	266	(349)	-	(1)	136
Total international	(4,163)	6,021	(5,973)	-	1,846	(2,269)
Total restricted funds	3,069	19,340	(20,469)	-	1,692	3,632
Total endowed and restricted funds	4,867	19,340	(20,478)	25	1,692	5,446
Unrestricted funds						
Fixed asset funds	14,873	-	-	-	1,221	16,094
International funds	-	-	-	-	1,061	1,061
Unrealised gains on investment assets	8,329	-	-	(483)	-	7,846
General funds	8,503	100,295	(99,655)	0	(3,974)	5,169
Unrestricted funds, excluding pension liability	31,705	100,295	(99,655)	(483)	(1,692)	30,170
Pension reserve	(15,783)	-	2,360	(8,512)	-	(21,935)
Total funds	20,789	119,635	(117,773)	(8,970)	-	13,681

Age UK receives funding from the Big Lottery Fund for its Fit as a Fiddle programme, receipts are treated as restricted funds and are included under Wellbeing Services. At 1 April 2011 there was a balance of £179,720 brought forward, during the year a further £3,912,980 was received from the Big Lottery Fund and £3,764,526 was expensed, leaving a balance of £328,174 to be carried forward into 2012/13 financial year.

The grant commitment to international aid programmes for 2011/12 has been treated as a liability and charged to these financial statements. This creates a negative balance on these funds, which in 2012/13 will be matched by anticipated restricted income or a transfer from general funds, as was done in this financial year.

Transfers from general funds to the fixed asset fund have also been made as fixed assets have increased in the year.

Transfers from UK restricted funds to general funds have been made to reimburse general funds, where activities financed through general funds meet restricted fund criteria.

Transfers also include some reallocation of funds between different lines in the restricted fund section. These transfers are not fund transfers as such, but are only a presentational change for those funds that have been included under a different category in the current year compared to last year.

20. Analysis of group and charity net assets between funds

The Group	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Fixed assets				
Intangible assets	–	–	–	–
Tangible fixed assets	20,149	–	20,149	19,484
Investments	24,868	1,814	26,682	29,341
Current assets				
Stock	346	–	346	652
Debtors	21,593	–	21,593	18,997
Short-term investments	–	1,067	1,067	1
Cash at bank and in hand	2,366	2,565	4,931	7,996
Liabilities				
Current liabilities	(31,781)	–	(31,781)	(28,175)
Long-term liabilities	(959)	–	(959)	(1,427)
Provisions for liabilities and charges	(6,581)	–	(6,581)	(10,937)
Defined-benefit pension scheme liability	(22,084)	–	(22,084)	(15,881)
	<u>7,917</u>	<u>5,446</u>	<u>13,363</u>	<u>20,051</u>

The Charity	Unrestricted £'000	Restricted and endowed £'000	2012 Total £'000	2011 Total £'000
Fixed assets				
Tangible fixed assets	16,562	–	16,562	16,374
Investments	25,701	1,814	27,515	30,249
Current assets				
Stock	–	–	–	–
Debtors	33,099	–	33,099	30,353
Short-term investments	–	1,067	1,067	1
Cash at bank and in hand	(2,565)	2,565	–	–
Liabilities				
Current liabilities	(35,134)	–	(35,134)	(28,529)
Long-term liabilities	(953)	–	(953)	(1,069)
Provisions for liabilities and charges	(6,540)	–	(6,540)	(10,807)
Defined-benefit pension scheme liability	(21,935)	–	(21,935)	(15,783)
	<u>8,235</u>	<u>5,446</u>	<u>13,681</u>	<u>20,789</u>

21. Pension schemes

	Group 2012	Charity 2012	Group 2011	Charity 2011
Defined-benefit schemes				
Age Concern Retirement Benefits Scheme (ACRBS)	159	156	732	717
Help the Aged Final Salary Scheme (HtAFSS)	297	297	416	416
Total defined-benefit schemes costs	<u>456</u>	<u>453</u>	<u>1,148</u>	<u>1,133</u>
Defined-contribution scheme				
Age UK Pension Plan	2,375	667	1,104	322
Age Concern Pension and Life Assurance Scheme	–	–	849	238
Total defined-contribution schemes costs	<u>2,375</u>	<u>667</u>	<u>1,953</u>	<u>560</u>
Pensions cost	<u>2,831</u>	<u>1,120</u>	<u>3,101</u>	<u>1,693</u>

During the year the Age UK Group has operated three pensions schemes: two defined-benefit schemes and one defined-contribution scheme, all of which are multi-employer schemes.

The two defined-benefit schemes are legacy schemes from Age Concern England and Help the Aged and they are both closed to new entrants and further accruals. For the year ending 31 March 2013 Age UK expects to pay contributions of £1,468,000 to the Age Concern Retirement Benefits Scheme (ACRBS) and £1,375,000 to the Help the Aged Final Salary Scheme (HtAFSS); these contributions include an allowance for administration expenses and Pension Protection Fund levies. The most recent full actuarial valuation for the Age Concern Retirement Benefit Scheme was 1 April 2010 and for the Help the Aged Final Salary Scheme was 30 September 2009.

The Age UK Pension Plan is a Group Personal Pension and the amounts charged to the SOFA for the defined-contribution scheme are the contributions paid in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet. As at 31 March 2012 included in liabilities due within one year there was an amount of £336,000 due to employer and employee pensions contributions, these were paid across to the respective pension schemes in April 2012. The employer contribution rate for the Age UK Pension Plan was 9% for employees making a contribution of 4% or above, and for employees making a contribution of 3% the employer contribution was 8%.

As required by FRS 17, the defined-benefit liabilities have been measured using the projected unit method. The tables below state the FRS 17 actuarial assumptions upon which the valuation of the scheme was based.

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

Principal actuarial assumptions at the balance sheet date

	2012 ACRBS %	2012 HtAFSS %	2011 ACRBS %	2011 HtAFSS %
Discount rate	5.00	5.00	5.50	5.50
Rate of increase in salaries	N/A	3.20	N/A	3.20
Rate of increase in payment of pre-2005 pensions	3.20	2.20	3.20	2.70
Rate of increase in payment of post-2005 pensions	2.50	2.20	2.50	2.50
Rate of revaluation of deferred pensions in excess of the GMP	2.20	3.20	2.70	3.20
Inflation assumption (RPI)	3.20	3.20	3.20	3.20
Inflation assumption (CPI)	2.20	2.20	2.70	2.70
Expected returns on scheme assets	5.43	5.46	6.32	6.67

Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement. The mortality assumptions are: S1 Normal base tables projected by year of birth, assuming future improvements in line with CMI 2011 core projections with a long-term rate of improvement of 0.5%pa. The mortality assumptions at 31 March 2011 adopted the same base table but future improvements were assumed to be in line with medium cohort projections.

The assumed life expectancies on retirement at age 65

	2012 ACRBS Years	2012 HtAFSS Years	2011 ACRBS Years	2011 HtAFSS Years
Retiring today – males	86.5	86.5	85.7	85.7
Retiring today – females	88.8	88.8	88.3	88.3
Retiring in 20 years – males	87.0	87.0	86.9	86.9
Retiring in 20 years – females	89.6	89.6	89.3	89.3

Major categories of schemes' assets as a percentage of total assets

The Group	2012 ACRBS %	2012 HtAFSS %	2011 ACRBS %	2011 HtAFSS %
Equities	50.07	61.71	51.29	60.74
Gilts/Fixed-interest Gilts	30.09	37.43	27.72	15.78
Bonds/Fixed-interest Bonds	14.17	0.01	13.76	16.34
Property	6.97	–	7.18	6.66
Cash	(1.30)	0.85	0.05	0.48
	100.00	100.00	100.00	100.00

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

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

The Group	2012 ACRBS %	2012 HtAFSS %	2011 ACRBS %	2011 HtAFSS %
Equities	6.80	6.80	7.70	7.70
Gilts/Fixed-interest Gilts	3.30	3.30	4.20	4.20
Bonds/Fixed-interest Bonds	5.00	5.00	5.50	5.50
Property	5.30	5.00	6.20	6.20
Cash	3.30	3.30	4.20	4.20
	<u>5.43</u>	<u>5.46</u>	<u>6.67</u>	<u>6.67</u>

Change in the fair value of schemes' assets

The Group	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000	2011 ACRBS £'000	2011 HtAFSS £'000	2011 Total £'000
Opening fair value of scheme assets	36,166	40,662	76,828	34,127	38,529	72,656
Expected return on scheme assets	2,279	2,698	4,977	2,018	2,772	4,790
Actuarial gains/(losses)	(464)	(1,813)	(2,277)	886	(41)	845
Employer contributions	1,467	1,375	2,842	1,468	989	2,457
Employee contributions	-	-	-	-	-	-
Benefits paid (including expenses)	(1,648)	(1,794)	(3,442)	(2,333)	(1,587)	(3,920)
Closing fair value of scheme assets	<u>37,800</u>	<u>41,128</u>	<u>78,928</u>	<u>36,166</u>	<u>40,662</u>	<u>76,828</u>
Present value of scheme liabilities	(45,291)	(55,721)	(101,012)	(41,083)	(51,626)	(92,709)
Deficit in schemes	<u>(7,491)</u>	<u>(14,593)</u>	<u>(22,084)</u>	<u>(4,917)</u>	<u>(10,964)</u>	<u>(15,881)</u>
Related deferred tax liability	-	-	-	-	-	-
Net pension liability	<u>(7,491)</u>	<u>(14,593)</u>	<u>(22,084)</u>	<u>(4,917)</u>	<u>(10,964)</u>	<u>(15,881)</u>
Actual return on scheme assets	<u>1,815</u>	<u>885</u>	<u>2,700</u>	<u>2,904</u>	<u>2,731</u>	<u>5,635</u>
The Charity	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000	2011 ACRBS £'000	2011 HtAFSS £'000	2011 Total £'000
Opening fair value of scheme assets	35,449	40,662	76,111	33,443	38,529	71,972
Expected return on scheme assets	2,234	2,698	4,932	1,978	2,772	4,750
Actuarial gains/(losses)	(455)	(1,813)	(2,268)	876	(41)	835
Employer contributions	1,438	1,375	2,813	1,439	989	2,428
Employee contributions	-	-	-	-	-	-
Benefits paid (including expenses)	(1,615)	(1,794)	(3,409)	(2,287)	(1,587)	(3,874)
Closing fair value of scheme assets	<u>37,051</u>	<u>41,128</u>	<u>78,179</u>	<u>35,449</u>	<u>40,662</u>	<u>76,111</u>
Present value of scheme liabilities	(44,393)	(55,721)	(100,114)	(40,268)	(51,626)	(91,894)
Deficit in schemes	<u>(7,342)</u>	<u>(14,593)</u>	<u>(21,935)</u>	<u>(4,819)</u>	<u>(10,964)</u>	<u>(15,783)</u>
Related deferred tax liability	-	-	-	-	-	-
Net pension liability	<u>(7,342)</u>	<u>(14,593)</u>	<u>(21,935)</u>	<u>(4,819)</u>	<u>(10,964)</u>	<u>(15,783)</u>
Actual return on Scheme assets	<u>1,779</u>	<u>885</u>	<u>2,664</u>	<u>2,854</u>	<u>2,731</u>	<u>5,585</u>

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

For the Age Concern England Retirement Benefit Scheme since 1 April 2006 £854,000 (2011: £4,736,000)

For the Help the Aged Final Salary Scheme since 1 May 2003 £(10,594,000) (2011: £(5,887,000))

Change in the present value of the defined-benefit obligation

The Group	2012	2012	2012	2011	2011	2011
	ACRBS	HtAFSS	Total	ACRBS	HtAFSS	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Opening defined-benefit obligation	41,083	51,626	92,709	43,418	53,756	97,174
Current service cost	218	199	417	333	164	497
Interest cost	2,220	2,796	5,016	2,417	3,024	5,441
Contributions by employees	-	-	-	-	-	-
Experience (gain)/loss arising on the scheme liabilities	656	901	1,557	(122)	358	236
Losses/(gains) on curtailments	-	-	-	-	-	-
Actuarial loss/(gains)	2,762	1,993	4,755	(2,630)	(4,089)	(6,719)
Benefits paid (including expenses)	(1,648)	(1,794)	(3,442)	(2,333)	(1,587)	(3,920)
Liabilities in scheme at end of the year	45,291	55,721	101,012	41,083	51,626	92,709

Change in the present value of the defined-benefit obligation

The Charity	2012	2012	2012	2011	2011	2011
	ACRBS	HtAFSS	Total	ACRBS	HtAFSS	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Opening defined-benefit obligation	40,268	51,626	91,894	42,548	53,756	96,304
Current service cost	214	199	413	326	164	490
Interest cost	2,176	2,796	4,972	2,369	3,024	5,393
Contributions by employees	-	-	-	-	-	-
Experience (gain)/loss arising on the scheme liabilities	643	901	1,544	(110)	358	248
Losses/(gains) on curtailments	-	-	-	-	-	-
Actuarial loss/(gains)	2,707	1,993	4,700	(2,578)	(4,089)	(6,667)
Benefits paid (including expenses)	(1,615)	(1,794)	(3,409)	(2,287)	(1,587)	(3,874)
Liabilities in scheme at end of the year	44,393	55,721	100,114	40,268	51,626	91,894

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

The Group	2012	2012	2012	2011	2011	2011
	ACRBS	HtAFSS	Total	ACRBS	HtAFSS	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Current service cost*	218	199	417	333	164	497
Interest on pension scheme liabilities	2,220	2,796	5,016	2,417	3,024	5,441
Expected return on scheme assets	(2,279)	(2,698)	(4,977)	(2,018)	(2,772)	(4,790)
Losses/(gains) on settlements and curtailments†	-	-	-	-	-	-
Total	159	297	456	732	416	1,148
The Charity	2012	2012	2012	2011	2011	2011
	ACRBS	HtAFSS	Total	ACRBS	HtAFSS	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Current service cost*	214	199	413	326	164	490
Interest on pension scheme liabilities	2,176	2,796	4,972	2,369	3,024	5,393
Expected return on scheme assets	(2,234)	(2,698)	(4,932)	(1,978)	(2,772)	(4,750)
Losses/(gains) on settlements and curtailments†	-	-	-	-	-	-
Total	156	297	453	717	416	1,133

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

†The loss relates to the cessation of future accrual and salary increases capped to inflation.

Analysis of actuarial loss recognised in the Statement of Financial Activities

The Group	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000	2011 ACRBS £'000	2011 HtAFSS £'000	2011 Total £'000
Actual return less expected return on pension scheme assets	(464)	(1,813)	(2,277)	886	(41)	845
Experience gain/(loss) arising on the scheme liabilities	(656)	(901)	(1,557)	122	(358)	(236)
Gain/(loss) arising from changes in assumptions underlying the scheme liabilities	(2,762)	(1,993)	(4,755)	2,630	4,089	6,719

Gain/(loss) recognised in Statement of Financial Activities	(3,882)	(4,707)	(8,589)	3,638	3,690	7,328
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The Charity	2012 ACRBS £'000	2012 HtAFSS £'000	2012 Total £'000	2011 ACRBS £'000	2011 HtAFSS £'000	2011 Total £'000
Actual return less expected return on pension scheme assets	(455)	(1,813)	(2,268)	876	(41)	835
Experience gain/(loss) arising on the scheme liabilities	(643)	(901)	(1,544)	110	(358)	(248)
Gain/(loss) arising from changes in assumptions underlying the scheme liabilities	(2,707)	(1,993)	(4,700)	2,578	4,089	6,667

Gain/(loss) recognised in Statement of Financial Activities	(3,805)	(4,707)	(8,512)	3,564	3,690	7,254
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History of experience gains and losses

ACRBS The Group	2012 £'000	2011 £'000	2010 £'000	2009 £'000	2008 £'000
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Present value of scheme liabilities	(45,291)	(41,083)	(43,418)	(35,261)	(35,455)
Fair value of scheme assets	37,800	36,166	34,127	26,027	29,760

Deficit	(7,491)	(4,917)	(9,291)	(9,234)	(5,695)
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Experience adjustments on scheme liabilities	(656)	122	195	(814)	(933)
Experience adjustments on scheme assets	(462)	886	6,942	(5,787)	(2,406)

ACRBS The Charity	2012 £'000	2011 £'000	2010 £'000	2009 £'000	2008 £'000
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Present value of scheme liabilities	(44,393)	(40,268)	(42,548)	(34,576)	(34,764)
Fair value of scheme assets	37,051	35,449	33,443	25,521	29,180

Deficit	(7,342)	(4,819)	(9,105)	(9,055)	(5,584)
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Experience adjustments on scheme liabilities	(643)	110	213	(842)	(987)
Experience adjustments on scheme assets	(455)	(876)	6,786	5,611	2,281

HtAFSS The Group and The Charity	2012 £'000	2011 £'000	2010 £'000	2009 £'000	2008 £'000
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Present value of scheme liabilities	(55,721)	(51,626)	(53,756)	(39,819)	(44,169)
Fair value of scheme assets	41,128	40,662	38,529	29,876	38,190

Deficit	(14,593)	(10,964)	(15,227)	(9,943)	(5,979)
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Experience adjustments on scheme liabilities	(901)	(358)	237	(165)	(62)
Experience adjustments on scheme assets	(1,813)	(41)	7,132	(11,383)	(3,566)

22. Taxation and charitable status

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

23. Company limited by guarantee

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

24. Operating lease commitments

Annual amounts payable in respect of operating lease commitments expiring as follows.

	Land and buildings 2012 £'000	Other 2012 £'000	Land and buildings 2011 £'000	Other 2011 £'000
Within one year	351	1	859	20
Within two to five years	2,500	1,539	2,451	852
After five years	5,138	–	4,682	–
	<u>7,989</u>	<u>1,540</u>	<u>7,992</u>	<u>872</u>

25. Contingent liabilities and capital commitments

The Charity had no contingent liability as at 31 March 2012 (2011: £nil).
There were no capital commitments at 31 March 2012 (2011: £nil).

26. Holding company

The ultimate controlling party of Age UK is the Board of Trustees. Details of Age UK Trustees are disclosed on page 87.

27. Related party transactions

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

During the year the following transactions were carried out with Age Scotland Enterprises Limited.

All of the income of Age Scotland Enterprises Limited amounting to £1,266,814 (2011: £1,030,861) represents commission that is collected by Age UK Enterprises Limited. At 31 March 2012 an amount of £90,401 (2011: £120,319) was due to Age Scotland Enterprises Limited from Age UK Enterprises Limited.

During the year the following transactions were carried out with Age NI Enterprises Limited.

Age NI Enterprises Limited earned £324,592 (2011: £302,976) of commission from Age UK Enterprises Limited. At 31 March 2012 an amount of £7,411 was due to Age UK Enterprises Limited from Age NI Enterprises Limited (2011: an amount of £5,545 was due to Age NI Enterprises from Age UK Enterprises Limited).

Age NI Enterprises Limited also earned £394,860 (2011: £420,005) of commission from Aid-Call Limited. At 31 March 2012 an amount of £45,279 (2011: £58,233) was due to Age NI Enterprises Limited from Aid-Call Limited.

There are no other related party transactions.

28. Integration costs

There were non-recurring costs of £867,000 (2011: £5,515,000) relating to activities to create the restructured Age UK group following the merger of Age Concern England and Help the Aged on 1 April 2009.

A summary of these costs is as follows.

	2012 £'000	2011 £'000
Impairment of Astral House	711	–
Move to new head office	156	–
Provision for rent and onerous leases		1,488
Costs in relation to Age UK new head office		350
Redundancies	–	691
New website and brand creation	–	2,258
System integration	–	265
Legal and professional fees	–	137
Other	–	326
	867	5,515

29. Subsidiary undertakings

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

Age UK Enterprises Limited: provides insurance services and other products for older people.

Aid-Call Limited: provides personal alarm systems for people at risk.

Age UK Trading Limited: provides Age UK with staffing and management for Age UK's charity shops and the sale of bought in goods. Also the provision of training courses that are sold either to companies, governmental bodies or the general public.

Age UK Services Limited: provides Age UK with staffing for fundraising activities and supply of support services to Age UK.

intune Group Limited: to arrange financial services of particular relevance to older people.

Profit and loss account

	Age UK Trading Limited £'000	Age UK Services Limited £'000	Age UK Enterprises Limited £'000	Aid-Call Limited £'000	intune Group Limited £'000	Other £'000	Total 2012 £'000	Total 2011 £'000
Turnover	33,610	22,250	47,324	7,189	178	–	110,551	102,413
Expenditure	(31,511)	(20,613)	(36,446)	(6,565)	(50)	(7)	(95,192)	(88,597)
Profit/(loss) for the year	2,099	1,637	10,878	624	128	(7)	15,359	13,816
Gift aid to parent	(2,148)	(1,700)	(10,986)	(100)	–	–	(14,934)	(13,607)
Profit/(loss) retained and transferred to reserves	(49)	(63)	(108)	524	128	(7)	425	209

Balance Sheet

	Age UK Trading Limited £'000	Age UK Services Limited £'000	Age UK Enterprises Limited £'000	Aid-Call Limited £'000	intune group Limited £'000	Other £'000	Total 2012 £'000	Total 2011 £'000
Total fixed assets	130	–	2,047	2,753	–	651	5,581	5,105
Current assets	8,580	6,072	11,041	1,428	1,199	127	28,447	31,114
Total liabilities	(8,187)	(6,154)	(12,486)	(3,998)	(215)	(3,674)*	(34,714)	(37,265)
Net assets	523	(82)	602	183	984	(2,896)	(686)	(1,046)

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

30. Grants receivable

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

Organisation	Project	Grant (£)
Arimathea Trust Charitable Trust	Non-project specific	5,300
The Barbour Foundation	Dr McDonald	5,000
Bedford Council	My Home Life – Citybridge	28,347
Big Lottery Fund – Reaching Communities	Big Lottery Fund – Reaching Communities – Essex Unite	56,308
Big Lottery Fund – Wellbeing Programme	Big Lottery Fund – Wellbeing Programme – Fit as a Fiddle	3,912,980
The Bradbury Foundation	Federation Support	300,000
The Bradbury Foundation	Federation Support	53,668
British Geriatrics Society	Dr Claire McDonald	32,333
Cabinet Office (The Office for Civil Society)	Engagement	37,000
Cecil and Hilda Lewis Charitable Trust	Non-project specific	10,000
The Charles Wolfson Charitable Trust	Disconnected Mind	25,000
City Bridge Trust	My Home Life	62,000
Civil Society Facility Programme	EU – Civil Society Facility Programme – Civil Society Dialogue in Western Balkans	117,956
Comic Relief	Human Rights and Older People	27,160
Department for Communities and Local Government	Tackling Race Inequalities	45,006
Department of Health	Acorn – End of Life Care	137,508
Department of Health	Care Home Communities	19,821
Department of Health	Maximising Older People's Personal Budget Use (Health and social care volunteers)	200,000
Department of Health	My Home Life – Third sector	19,582
Department of Health	Opportunity for Volunteering	375,929
Department of Health	Strategic Partners Programme	184,120
Department for International Development	Engaging Older People in the Development Debate (International)	6,000
The D. G. Charitable Settlement	Non-project specific	10,000
Dorset County Council	My Home Life – Third sector	10,179
East London PCT	My Home Life – Citybridge	5,333
The Elizabeth Frankland Moore and Star Foundation	Non-project specific	10,000
Esmee Fairbairn Foundation	Research into Ageing – Dr Lisa Methven	23,334
Essex County Council	My Home Life	91,866
Essex County Council	My Home Life – Essex	103,318
The Euro-Matic Foundation	Call in Time	15,000
European Commission (DG Research)	Futurage research project	24,181
European Instrument for Democracy and Human Rights	EU – European Instrument for Democracy and Human Rights – Preventing Elder Abuse in Ukraine	29,598
The Eveson Charitable Trust	Call in Time	10,000

30. Grants receivable (cont.)

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

Organisation	Project	Grant (£)
The Exilarch's Foundation	Non-project specific	150,000
The Foster Wood Foundation	Non-project specific	10,000
The Francis Winham Foundation	Spread the Warmth	15,000
Garfield Weston Foundation	Disconnected Mind	250,000
Gwyneth Forrester Trust	Men in Sheds	40,000
The Headley Trust	Ageing Well programme	40,000
Javon Charitable Trust	Call in Time	5,000
Javon Charitable Trust	Federation Support	5,000
The John Coates Charitable Trust	Non-project specific	5,000
Joseph Rowntree Foundation	Non-project specific	115,787
Kathleen Hannay Memorial Trust	Disconnected Mind	16,720
Kent County Council	My Home Life	92,000
The Kinsurdy Charitable Trust	Non-project specific	7,300
Kirby Lang Foundation	Disconnected Mind	10,000
Leeds County Council	My Home Life – Third sector	5,000
The Miss R. C. R. Angel Charitable Trust	Non-project specific	12,600
Mrs Peter Edgson Trust	Non-project specific	12,085
Mulberry Trust	Ageing Well programme	39,000
Mulberry Trust	Federation Support	10,000
Muslim Aid	Federation Support	15,000
Peacock Charitable Trust	Research into Ageing Unrestricted	9,000
The River Farm Foundation	Non-project specific	9,000
Rosetrees Trust	Dr Wenner	7,000
Sir Jules Thorn Charitable Trust	Men in Sheds	64,000
Stobart Newlands Charitable Trust	Non-project specific	8,000
Technology Strategy Board – ALIP 3	Co-Modal – Coventry	29,610
Technology Strategy Board – ALIP 3	Tackling Barriers to ALT – St Andrews (Research into Ageing)	6,514
The Thomas Pocklington Charitable Trust	My Home Life	13,442
Wolfson Foundation	Federation Support	52,000
Zilina Trust	Non-project specific	10,000

Age UK

Royal Patron

His Royal Highness the Prince of Wales KG KT GCB

Trustees, Officers and Professional Advisers 2011/12

Dianne Jeffrey CBE DL (Chairman)

Jeremy Greenhalgh (Deputy Chairman from 24 November 2011)

Patrick Cusack

Dr Bernadette Fuge

Timothy Hammond

Chris Hughes

David Hunter (from 22 March 2012)

Glyn Kyle MBE

Professor Brendan McCormack

Jane Newell OBE JP

Michael Vincent

Pauline Walsh

Jane Wesson

Professor John Williams

Hilary Wiseman RD JP (until 21 March 2012)

James Wright CBE DL

Principal officers of Age UK (as of 31 March 2012)

Group Chief Executive Tom Wright CBE

Fundraising Director Paul Farthing

Managing Director of Retail, Trading and Training Hugh Forde

People and Strategy Director Stephanie Harland

Services Director Heléna Herklots (until 31 January 2012)

Group Marketing Director Duncan Lewis

Charity Director-General Michelle Mitchell
(Director of Influencing until 31 January 2012)

Managing Director of Age UK Enterprises Gordon Morris

Group Finance Director Charles Scott

Professional advisers

Bankers

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80 Strand
London WC2R 0AF

External auditors

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1 Forest Gate
Brighton Road
Crawley RH11 9PT

Solicitors

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Investment managers

Sarasin & Partners LLP
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Age UK registered office

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