



AGE UK WESTMINSTER
(A company limited by guarantee)

Report and Financial Statements

Year ended: 30 September 2022

Charity no: 1018300

Company no: 2788761

AGE UK WESTMINSTER

**CONTENTS OF THE ANNUAL REPORT AND FINANCIAL STATEMENTS
for the Year Ended 30 September 2022**

	Page
Report of the trustees (Including legal and administrative information)	1
Report of the auditors	29
Consolidated statement of financial activities	32
Consolidated and charity balance sheets	33
Consolidated Cash flow statements	34
Notes forming part of the financial statements	35

AGE UK WESTMINSTER

REPORT OF THE BOARD OF TRUSTEES for the Year Ended 30 September 2022

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary for the year ending 30 September 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

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



AGE UK WESTMINSTER
REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022

CHAIR'S REPORT

Dear Members and Supporters of Age UK Westminster,

As Chair of the Board of Trustees, I am pleased to present this annual report on behalf of our charity. At Age UK Westminster, we are dedicated to promoting the wellbeing and independence of older adults in our community. We believe that every individual should be able to age with dignity and respect and we strive to provide the necessary support to make this possible.

Over the past year, we have faced unprecedented challenges due to the after-effects of the COVID-19 pandemic. Despite these difficulties, our team has continued to work tirelessly to provide services and support to older adults in Westminster.

We have adapted our operations to ensure the safety of our clients, volunteers, and staff, while continuing to provide essential services such as befriending, activities, and advice and information. Our digital inclusion program has enabled older adults to stay connected with their loved ones and the wider community.

We have also expanded our services to meet the growing needs of older adults during this time. Our new dementia project has provided essential support to those in need and our exercise at home programme has helped us reach individuals who may be housebound, living with chronic conditions, or having mobility and balance issues.

None of this would be possible without the dedication and commitment of our staff and volunteers, who have gone above and beyond to support our clients. I would like to extend my heartfelt thanks to each and every one of them for their hard work and dedication.

Looking forward, we are committed to continuing to provide high-quality services and support to older adults in Westminster. We will work closely with our partners, funders, and supporters to ensure that we can continue to meet the needs of our community.

Finally, I would like to thank our supporters and donors for their continued generosity and support. Your contributions enable us to make a real difference to the lives of older adults in Westminster, and we are truly grateful for your support.

Fiona Healy-Connelly,
Chair

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022**

STATEMENT ON PUBLIC BENEFIT

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on "charities and public benefit". Age UK Westminster exists to promote the wellbeing of older people in Westminster and help to make later life a fulfilling and enjoyable experience. All benefits flow from this aim and are achieved through the many services areas which are described below. The beneficiaries are residents of the City of Westminster aged fifty and over. Whilst small charges are made for some services, no individual is excluded by inability to pay.

OUR PURPOSES AND ACTIVITIES

Objectives

Age UK Westminster's principal aims are:

- to promote a positive attitude towards older people and ageing
- to influence and develop policies that affect older people
- to promote effective care and independent living for older people
- to encourage choice and opportunity for older people.
- to directly help as many older people as our resources allow

Summary of Principal Activities

Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help them lead independent, fulfilling lives for as long as possible.

We are a small charity with a long history. We are part of the national Age UK network. We receive administrative assistance from Age UK, but we are independently funded and are free to set our own goals and priorities in line with the needs of our local community. Our rights and responsibilities to the Age UK network are governed by the Brand Partnership agreement.

We provide a wide range of services that reduce hardship, disadvantage, loneliness and isolation for older people in our local community. The population of Westminster is particularly diverse which means that we provide a lot of support to Black & Minority Ethnic Groups (BAME) resident in the borough.

These services are run by 8 dedicated full-time staff and 13 part time staff and supported by over 540+ local and corporate volunteers. Additionally, our charity shop is staffed by one full time and two part time employees.

We made 6247 client contacts and helped our clients to access over £773,000 in welfare benefits and discretionary grants through our Information and Advice service, telephone enquiry line and other project activities.

During the reporting year our activities comprised:

Our services

Information and advice

The I&A team provides assistance and guidance on a range of welfare services for older people in Westminster. The team signposts clients to services both within Age UK Westminster and to those of our voluntary sector partners and affiliates.

This service helps our service users to lead a more independent, enjoyable and fulfilling life.

The team assists with a wide range of issues including

- Welfare benefits and income maximisation
- Debt/money management
- Housing
- Health and social care needs
- Consumer related issues such as utility bills
- Assistance with form filling
- Taxi card applications
- General signposting

We help make it easy for older people to claim the money to which they are entitled. We have benefit advisors available throughout the year to provide expert help and information to older people across the City of Westminster.

£946,811.39

gained for older people in the borough

3,779

contacts made with older people, their families and carers

1,828

older people supported by the service

Information & Advice Case Study

John* is a 79 year old gentleman who lives on his own in a room in a shared flat. He is currently working full time as a cleaner. He wants to continue working but it's becoming difficult due to the severe pain in his left leg which restricts his mobility. His memory is also deteriorating. He had deferred claiming his State pension since 2007 because he wasn't aware that he could receive a State pension while still working. His employer advised him to contact Westminster Citizens Advice Bureau (CAB) to investigate claiming his State pension. The CAB referred him to us.

Action taken/support provided

John met with one of our advisers. The adviser applied for the state pension on his behalf and requested for it to be backdated to August 2007 when it was deferred. The Pension Service came back with a proposal of backdating it to 10 years only. They explained that John shouldn't have deferred it for more than 10 years. The adviser persevered asking the Pension Service to consider John's age and health situation. She explained that he couldn't afford to stop working despite his deteriorating health issues.

Outcomes

John received an award letter from the Pension Service confirming that they had agreed to backdate his state pension to August 2007. The lump sum back payment amount is £130,021.18 and his weekly State pension going forward is £196.07.

Impact

John was overwhelmed with such a huge life changing amount of money. He didn't quite understand the contents of the letter until the adviser explained it to him. He is thinking about stopping working and just concentrating on enjoying his retirement.

He now has the means to live the rest of his life without financial stress. John was very emotional when he saw the money on his bank statement. He said:

"I cannot thank Age UK Westminster enough, I will never forget the support they gave me. My life is going to change for the better."

Befriending

Age UK Westminster are committed to tackling the high levels of social isolation amongst Westminster's older population, as research shows that loneliness has a negative impact on our mental and physical well-being. We provide a one to one befriending service for vulnerable older people who live alone and/or are experiencing social isolation.

We match isolated older people with a friendly, local volunteer who commits to visiting them on a weekly basis.

During these visits, our Befrienders provide much needed social interaction and emotional support, and encourage the older person to be more active by accompanying them on short walks and helping them with tasks.

We also offer a telephone befriending service. Volunteers provide weekly 30 minutes phone chats with one or more older people who are at risk of becoming socially isolated or may feel

lonely. It's been proven that regular phone calls make a huge difference in helping to uplift the spirits of older people.

430

Telephone Befriending matches

20,640

Befriends contacts – calls

1,968

Number of befriending hours – in person

10,320

Number of befriending hours by phone

Befriending Case Study

Harry* is a 91-year old Visually Impaired (Macular Degeneration) man who retired early in his fifties and relocated from his London apartment to Cornwall with his wife. He has monthly check-ups with a private Ophthalmologist for wet macular degeneration in the right eye and dry macular degeneration in both eyes. He also has Spondylosis in his lower back.

Since moving to Cornwall his wife was diagnosed with Dementia and with worsening of the illness it was decided to return permanently to their London apartment in 2019 feeling that health services in London would be more accessible.

His wife's health deteriorated and later it was unsafe to leave her alone and Harry was no longer able to cope with caring for his wife. Due to advanced Dementia and a Mental breakdown, she is now permanently residing in a care home where she receives the Specialist care needed.

He self-referred to the Age UK Westminster Befriending service in 2020 as he had no friends or social contacts in the area that he had been away from for nearly 30 years.

I assessed Harry in 2020 and introduced him to a volunteer befriender Joy. They had so much in common, travelling, sailing, dining, and socialising and both seemed interested in each other's life experiences.

They immediately made plans to meet for lunch and have since visited museums and galleries and they attended a Christmas Lunch together.

Due to his visual impairment Harry was no longer able to read books without difficulties and through our Digital Inclusion Project he received a tablet. He is now able to access Audio Books and enjoy books of his choice. He attends Age UK Westminster activities on a regular basis and our I&A service helped in applying for a Taxi card.

Harry attends Westminster Reference Library, the Lunchtime concerts at Regent's Hall and has joined a leisure centre for exercise classes.

Befriending has had a great impact on Harry's life. He now has a social life since returning to London after so many years in Cornwall. He has formed a remarkable friendship with his befriending volunteer, and they spend time discussing friends, neighbours and family and general current affairs. They go on walks and meet for lunch. He is more outgoing having found himself living alone and attends Age UK Westminster activities.

Volunteering

Our volunteers make a unique contribution to the life of older people in the City of Westminster by providing a wide range of services and support; there is little that cannot be achieved through shared enthusiasm, creativity, a diversity of skills and range of experience.

We welcome those of all ages and backgrounds who would like to make time for older people in Westminster.

Our volunteer roles include:

- Exercise at Home Programme
- 1:1 Walking Support
- Marketing and Communications
- MCST Dementia Support
- Telephone Enquiries and Signposting
- Digital Support
- Befriending
- Information and Advice
- Fundraising Officer
- Charity Shop
- Admin Support
- Client Service Support
- Volunteer Recruitment Support
- Charity Shop

"Making contact with people who are on their own, chatting with them for a while gives me a sense of community, that we are here for each other, particularly as we get older".

*based on the information supplied in the National TOMS

Volunteering Case Study

Julie* is a telephone befriender with Age UK Westminster. She has been making calls to four, isolated older people who live in Westminster. She calls them three times a week for a social chat and to make sure they are safe and well, that they are warm and that they have enough food. Also, to see if they would like any of the many services on offer through Age UK Westminster.

Julie said:

"As I'm retired, I'm 74 I don't have to think about work so the Lockdowns we have had could have been very difficult to handle.

Luckily, a friend of mine at Age UK Westminster wondered if I would be interested in telephone befriending. I didn't need asking twice. I knew the benefits such calls could make having run a similar service in one of my paid employments.

It has proven to be as rewarding for me as I think it has for the people I call. To share the different life stories and experiences with them brings back not only memories for them, but also for me.

Their lives have been full of happy times and unhappy ones, from painting in Morocco to living in a two up two down during the war with eight brothers and sisters. We have shared sadness's and bereavements, some of them still very raw, but through talking we find a quiet place.

Making the calls has given me a sense of purpose, that I'm giving something back in these troubled times, but mainly I feel less isolated myself, given that I've had to mainly stay at home all this time. Over the past months I've got to know them, their ups and their downs, their families and their worries. It's satisfying when I can help sort out a problem or point them to the people who might help.

Making contact with people who are on their own, chatting with them for a while gives me a sense of community, that we are here for each other, particularly as we get older".

*Not her real name

Christmas Project

Age UK Westminster's Christmas Project is a yearly project to make Christmas a special and enjoyable time for elderly residents, who may be suffering from loneliness and isolation, which became even more pronounced during the pandemic.

We have been delivering this project to older Westminster residents for over 10 years.

Working with amazing supporters from different organisations and retail, Age UK Westminster were able to provide those who are most vulnerable with a special Christmas hamper, delivered by volunteers. The hampers contained: a bone china mug, a jewellery tray, soap, a puzzle book a Christmas card, box of mince pies, shortbread, jam/marmalade, teabags, cream crackers, Christmas pudding and chocolates.

We also provided festive activities, such as afternoon teas, a wreath making workshop, an online choir performance and a Christmas quiz/bingo, made possible by our amazing corporate sponsors, Bain & Co, Southbank International School, GIC Singapore, Urban Leisure and Newton Europe.

Additionally, our brilliant volunteers called some of our most vulnerable residents on the run up to Christmas and on Christmas day, to ensure they didn't feel forgotten or lonely.

Local councillors were also involved with packing and delivering hampers to residents, including Cllr Robert Rigby, Cllr Tim Mitchell, Cllr Melvyn Caplan, Cllr Paul Dimoldenburg, and MP Nickie Aiken.

71 Volunteers

522 Christmas Hampers Delivered

£15,245 Raised

Activities

Age UK Westminster offers a range of activities and services to support older people in the local community. We have been providing these services for over 70 years and we are dedicated to helping older people live independently, stay active, and remain engaged with their local community. Here are some of the activities we offered during 2021/2022:

Exercise classes: We offered a range of exercise classes. These classes are designed to help older people stay active and maintain their strength, balance, and flexibility.

Social clubs: We ran a number of social activities and events where older people could make friends. These offered the opportunity for them to enjoy a range of activities such as arts and crafts, games, and outings to local attractions.

Coffee mornings with informative talks: these provided a great opportunity for our clients to learn something new in the company of likeminded older adults.

Age UK Westminster provided a range of activities and services that are designed to support older people in the local community. Whether it's through exercise classes, social clubs, or trips to local venues, Age UK Westminster is dedicated to helping older people live happy and healthy lives.

1,747

Clients participated in activities

214

Number of activities Held

1,968

Hours of activities delivered

Activities case studies



Photos for illustrative purposes only, and not the actual case study.

Participant name: Tess*

Why did you join this class? To keep fit, and also I was made redundant recently after 33 years. I have been feeling really down and depressed and when my friend suggested we join this it just seemed perfect.

Do you have a favourite part of the class?

I love all of it

How has this class impacted your overall well-being? It has helped with my feeling down and depressed. I am getting out of the house and moving!

Why do you think funders should support this class to continue? I think this is a seriously underfunded age group and this class is great for those who couldn't otherwise join. People on low income deserve the same services as those on high income I think.

REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022



Photo for illustrative purposes only, and not the actual case study

Participant name: Ray*

Why did you join this class? To get out and about and because I think it is therapeutic.

Do you have a favourite part of the class? The friendly teacher and great atmosphere. Sonia is so patient and enthusiastic! I also love the music.

Do you have any suggestions of improvements that could be made to the class? The only improvement that needs to be made is to my dancing!

How has this class impacted your overall well-being? It is good for the nerves. Exercise is the best medicine. I find it is great for me mentally. I like the facilities and at the end of the day I come, and I feel better for coming.

Why do you think funders should support this class to continue? For the feel-good factor and for those home alone to be able to get out and see people.

*not their real names

Digital Inclusion

We support Westminster residents aged 50+ and help them to build their confidence and knowledge in using digital devices such as smartphones, tablets/iPads and laptops.

Age UK Westminster offers both group sessions and 1:1 support. Some people learn through a combination of both.

Whether they want to connect online and access local services, do online shopping, learn how to use Zoom or join virtual activities, set up and use email addresses and WhatsApp accounts, connect to loved ones through video calls, Age UK Westminster's Digital Inclusion Service is here to help.

Becoming digitally connected can reduce feelings of isolation, loneliness and can improve physical and emotional wellbeing.

This project is made possible thanks to funding from **Good Things Foundation Connect Up Fund, North Westminster Programme, Percy Bilton Charity, CNWL, Neighbourly, Westminster Almshouses Block Grant** and the **Masonic Charitable Foundation**.

194

Number of clients who accessed projects

39

Number of people who benefitted from 1:1 sessions.

301

Number who attended group sessions

Digital Inclusion case study

Melissa* is a 61 year old woman who lives alone. Since falling ill in 2021 she has become socially isolated, as she is no longer able to work and has become increasingly housebound. Due to being clinically extremely vulnerable, she only leaves the house to carry out essential administrative tasks and attend hospital appointments, and only receives essential visitors at home.

Prior to receiving digital support from Age UK Westminster, Melissa was digitally excluded, having only the use of a basic phone which she used to send messages and make phone calls.

Through our digital inclusion programme, she was loaned a tablet with a prepaid data SIM and, as she has a low income, has now been awarded a digital grant and assistance to purchase her own smartphone. She has been supported on a one-to-one basis in learning to use the device itself and to get online.

Melissa has used her loaned tablet to connect via social media to family members living in another country who she had lost contact with, which has been important to her during her illness.

She is also now making use of her email account to connect with friends as well as carry out life admin. She uses social media to connect to the outside world and follow the news.

Melissa is currently prioritising learning how to access essential services such as healthcare and online banking. Her learning journey has been guided by her needs and priorities and has taken place at her own pace, which is impacted by her health conditions.

Melissa considers the digital support that she has received to be essential to her in her current situation, as it has both enabled her to connect to friends, family and the outside world, and to access essential services that would otherwise be inaccessible to her.

New Projects

Dementia Support Launched May 2022

Age UK Westminster offers a selection of activities for people living with dementia and their family/carers.

Participants take part in meaningful and stimulating activities through our Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

We also run a dementia befriending service and the Heart of Westminster cafe.

MCST activities include

- Discussions
- Word games
- Quizzes
- Physical activities
- Creative and musical activities

The Heart of Westminster Memory Café

The Age UK Westminster Memory Cafe offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. It provides a mixture of talks, information and advice, entertainment and activities.

Dementia Support Case Study

Henry* enjoys attending the MCST sessions and often comments that they 'are of great benefit to him'. The regular weekly sessions at the Beethoven Centre provide a familiar routine for Henry. This has also encouraged Henry to retain his independence as he walks there and back on his own from home. Julie*, Henry's wife has also reflected on how he is 'really enjoying' the sessions.

Both Henry and Julie have also now started attending the Heart of Westminster Cafe together. Julie commented that it was 'good to meet up with old as well as new friends'.

Julie was also pleased to be able to register with Carers Network who attend the Cafe regularly and Henry was pleased to borrow some books from the Carers Network Bizzy Box project.

They were also both able to reconnect with Resonate Arts at the Cafe to get an update on their upcoming arts and music groups in Westminster that they enjoy attending.



Exercise at Home Launched August 2022

At Age UK Westminster we recognise the importance of keeping fit and active and how this can be difficult for some, our Exercise at Home sessions aid mobility, increase strength and can reduce stress levels.

Exercise at Home is a new service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Exercise at Home Case Study

Leslie* is a 77-year-old, retired woman who lives alone. She is highly dependent on other people to bring her shopping and escort her to doctors' appointments. Her son lives abroad, and her husband died three years ago due to a neurological condition. Since then, she rarely goes outside. Leslie has a befriender who visits her once a week for an hour, however she reports feeling lonely most of the time.

Having experienced multiple falls a few years ago left Leslie with a high fear of falling, hence she is mainly sedentary. This highly affected her mobility in lower limbs and even further deteriorated her balance putting her in high risk of falling again. In addition, Leslie suffers from other conditions such as, diabetes type 2, hypertension, rheumatoid and osteoarthritis and mild depression resulting in a poor quality of life.

Leslie was very pleased when the Exercise at Home programme started. After the first few sessions she began to engage in conversations and look more cheerful, but most importantly by the end of the 7th session Lisa improved her balance and significantly reduced the sway while standing with feet together and on one leg.

The programme not only helped Leslie to improve her balance but also to reduce her fear of falling and gave her something to look forward to.

**"I really enjoy these sessions; I can feel my muscles working
otherwise I would just be sitting on the couch watching TV
you know." (Lisa)**

Hospital Discharge Pilot

Age UK Westminster provided a supported discharge service to patients identified by Athlone and Alexandra Bedded Rehab Units. The pilot ran from the 4th April - 30th June 2022.

The pilot identified practical support the individual required which could include accompanying home, visiting accommodation prior to discharge to check whether suitable, ensuring that there is food available in their home.

It also identified other community based services that may benefit the individual such as Befriending, Information & Advice, Activities and making referrals to those services to reduce the impacts that loneliness and isolation can have on health and wellbeing which in turn can lead to readmission.

The difference discharge SUP-P-ort made:

- Lower levels of anxiety
- Reduced risk of 'falling through the net'
- Participants had a better understanding of the information in the discharge summary
- Increased social contact
- The ability to more easily identify hidden needs and concerns



Hospital Discharge Pilot Case Study

Sally, aged 81, has had good health and lived a very independent life. This changed when she had a fall which led to hospital treatment that required operations and a long hospital stay of over three months. Sally lives in a bedsit within a large house and has no family although her landlady is very supportive. She is still receiving medical care to manage wound dressings.

With the support of a Bedded Rehab Unit Sally was able to move around her living space independently but she was still not able to walk long distances and even managing the steps leading to the entrance of her accommodation required support. As she had been in hospital for an extended period her bank account had been frozen. Age UK Westminster's Patient & Wellbeing Coordinator (PWC) was able to build a supportive relationship with Sally checking in with her regularly in the period leading up to discharge, supporting Sally to rebook conflicting hospital appointments and making referrals to the I&A service to review her financial situation.

Following discharge support was provided with following up the wheelchair referral and confirming its delivery date and when it had been delivered supporting Sally to go to the bank and resolve her account issues and visit her local park. Sally was desperate to get out into the fresh air. The team also supported her with shopping giving her more freedom and independence than relying on her landlady.

Each support visit included time to chat. She has also been referred to a Befriending service to ensure that she has ongoing support.

Sally said: "Getting out was such a relief. The last few months have been such a struggle. I have never had anything like this happen to me before. I am so glad to have this support."¹¹

Future Plans

As Age UK Westminster looks to the future, we are committed to building on our successes and continuing to provide vital support and services to older people in our community. Our plans for the coming year are focused on three key areas:

Expanding our services, strengthening our partnerships, and improving our impact. Firstly, we aim to expand our services to meet the growing needs of older people in our community. This includes increasing the capacity of our information & advice team in response to the cost of living crisis, growing our dementia support project and equipping even more older people with the digital skills they need to get online.

Secondly, we will continue to strengthen our partnerships with local organisations and stakeholders. This includes working closely with healthcare providers to improve the health and wellbeing of older people, partnering with local businesses to raise funds and awareness, and collaborating with other charities to provide a coordinated response to the needs of older people in our community.

Finally, we are committed to improving our impact and ensuring that our services are making a real difference in the lives of older people. This includes setting clear outcomes and targets for our services, regularly measuring and evaluating our impact, and using this information to continuously improve and adapt our services to meet the changing needs of our community.

We are excited about the future and remain committed to our mission of improving the lives of older people in Westminster. We look forward to working together with our partners and stakeholders to make a positive difference in the lives of older people in our community.

Funding

Age UK Westminster is funded through a variety of sources, including grants from Westminster City Council, donations from individuals and organisations, and income generated from our own fundraising activities.

One of the biggest sources of funding for Age UK Westminster is through grants. We receive funding from both local and national grant givers, which help to support our core programs and services. This funding is often provided on a yearly basis and is subject to certain conditions and requirements.

We also rely on donations from individuals and organisations. These donations come from a variety of sources, including members of the public who want to support the charity's work, local businesses, and philanthropic organisations. Donations are typically used to support specific projects or initiatives, such as funding our dementia project or digital inclusion services.

We also generate income through our own fundraising activities. These can include events, as well as online campaigns and other initiatives. The funds raised through these activities are used to support the charity's ongoing work and to help expand its programs and services.

In 2021/2022 we received funding from 30 different grant givers and 24 of those were new funders.

OUR IMPACT

between Oct 2021 - Sept 2022



25,439

number of client contacts

27,528

Volunteer Hours donated

£946,811

financial gains for our clients

15,871

visitors to our website

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022**

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Westminster for the year ended 30 September 2022. The year has seen continued healthy financial performance with a positive net movement of funds of £57,331 (2021: £60,674). Our Total Funds balance is now £505,016 (2020: £447,685).

The charity staff have continued to focus on making grant applications to funding bodies that appreciate our wide volunteer base and expertise in identifying the needs of older people in our area. Income from Charitable Activities rose to £556,838 (2021: £528,723) and income from donations, legacies and fundraising rose to £40,526 (2021: £34,997).

Overall expenses at the group rose to £671,457 (2021: £574,191) as the charity personnel base expanded in line with the increased funding received over the last several years and to crucially support the vulnerable members of our community. The increase in charitable activity expenditure rose to £562,070 (2021: £481,759) is a result of us deploying our restricted funds on the projects for which they were granted. The cost of raising funds was higher than the previous year at £109,387 (2021: £92,432).

Our support costs increased to £64,318 (2021: £57,055) due mainly to our requiring the rental of a second office at our Beethoven Centre site and our need to increase our communication output to ensure that our community was made aware of all the different ways we could support them. Support costs comprise 15% (2021: 14%) of the Charity's expenditure (defined as Total expenditure less trading subsidiary expenses). While we aim to cover our support costs by donations, legacies and fundraising in some years that is not the case and our support costs are then met from our unrestricted funds balance. We are increasingly trying to obtain total cost recovery from our funding partners where the nature of the project makes that possible.

Our largest single project is Information & Advice and we deliver this service via the Westminster Advice Services Partnership. This is a contracted service and the contract last underwent a full tender process in September 2018. In the reporting period the project had 1.8 FTE employees and received funding of £72,750.

Bid writing to charitable trusts and other grant giving bodies continued in a more competitive environment. We are grateful to all our donors and funders for their support. Bid writing to charitable trusts and other grant giving bodies continued in a more competitive environment. We are grateful to all our donors and funders for their support.

RESERVES POLICY

The Board aims to hold 3-9 months' expenditure as free reserves in these uncertain times. At 30th September 2022, the group held £505,016 in total funds (2021: £447,685), of which £120,494 (2021: £183,321) are restricted. Subtracting these and fixed assets leaves £373,311 (2021: £181,827) free reserves which equates to 6.7 months (2021: 5.2 mths) of group expenditure.

In setting the reserves policy the board of trustees considers the level and stability of the charity's income; the cost of ceasing operations if funding is withdrawn; the charitable objectives of the charity; and the future expenditure plans of the charity.

FIXED ASSETS

Movements in fixed assets are disclosed in notes 10 and 11.

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022**

TRADING SUBSIDIARY

The subsidiary trading company, Age UK Enterprises (Westminster) Limited, operates charity shops in the northern part of the borough. Our older shop is located on busy Harrow Road but consequently requires paying a high annual rent. Trading at this shop has been satisfactory.

The subsidiary owes the charity £7,074 (2021: £9,566) which consists of a five-year loan with monthly payments of principal and interest and monies owed on the inter-company account. The balance on the loan is £nil (2021: nil). The subsidiary is making all payments on time and we do not expect the loan to be redeemed early. The loan is secured by substantially all the assets of the subsidiary company and the debenture has been registered with Companies House.

The trading subsidiary donates any taxable profits to the charity as disclosed in note 21.

RISK MANAGEMENT

The major risks to which the charity is subject have been identified by the board as including (*mitigating actions in italics*):-

- a) We may not achieve the same level of grant funding or donations as in previous years – *We are making an increased number of grant applications. Our improved financial stability should increase our funders' faith in our ability to deliver on our promises.*
- b) Management structure - The size and funding structure of the charity precludes employing a dedicated management layer – *Increase unrestricted cash flow to employ or equip current staff to take on additional management roles.*
- c) Our charity shop might suffer from a deteriorating trading environment – *Current shop trading is satisfactory and closely monitored. The board receives regular trading reports with early warning triggers.*
- d) Service demands - We have seen the demand for our services increase amongst older people living in Westminster. This has resulted in additional pressures on our projects and employees and a long waiting period particularly for our I&A and Befriending services - *to meet the increased demands additional funding to be sourced.*
- e) Inflation – Our expenses are subject to annual increases in line with prevailing inflation. Our funding is usually in the form of fixed multi-year commitments. – *Diversify our reserve holdings by making prudent investments in equity and fixed income.*

AGE UK WESTMINSTER

REPORT OF THE BOARD OF TRUSTEES - continued for the Year Ended 30 September 2022

PLANS FOR THE FUTURE

Age UK Westminster is strategically focussed on the following priority items:

- Be the first choice of support for older residents in Westminster
- Increase the number of older residents with whom we are in contact
- Deliver support to a wider range of socio-economic groups including the Black and Ethnic Minority Groups
- Develop and expand the organisation in new and creative ways to support and engage older Westminster residents

We intend to fulfil these aims through a number of parallel initiatives:

- By re-doubling our already extensive efforts to work with our fellow Age UK partners in the development of sustainable Bi-Borough initiatives
- Increasing our organisation's skills and expertise in areas of concern for older people and in response to need
- Increase involvement of Service Users and feedback to guide service development

We look forward to a period of selective and sustainable growth in our efforts to address the increasing needs of older people in the City of Westminster.

REFERENCE AND ADMINISTRATION DETAILS

- a) CHARITY NAME: Age UK Westminster, a company limited by guarantee.
- b) CHARITY NUMBER: 1018300
- c) COMPANY NUMBER: 2788761
- d) REGISTERED OFFICE: Beethoven Centre, Third Avenue, London, W10 4JL
- e) PATRON: The Baroness Greengross OBE (up to June 2022)
- f) TRUSTEES (as at date of signing of the accounts):
- | | |
|-------------------|------------------------------|
| I Adams | |
| A Black | (Vice Chair) |
| N Carthy | |
| K C Coyne | (Resigned 23 September 2022) |
| D Durnford-Slater | |
| F Healy Connelly | (Chair) |
| R M Jacobson | (Resigned 1 December 2021) |
| M Mestrinaro | |
| D Kent-Lemon | (Appointed 1 April 2022) |
- g) AUDITORS: Goldwins
- Chartered Accountants and Statutory Auditors
75 Maygrove Road
London, NW6 2EG
- h) BANKERS: Lloyds Bank
- 195-197 Edgware Road, London, W2 1ET

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age UK Westminster is a charity and company limited by guarantee, established in 1947 and governed by a Memorandum and Articles of Association. Its mission is “to promote the well-being of older people in the City of Westminster to help make later life a fulfilling and enjoyable experience”.

The Board of Trustees of Age UK Westminster governs its affairs. Trustees are also directors of the Company. The Articles of Association provide for The Board of Trustees to be composed of six elected members and up to four co-opted members. The Board takes overall responsibility for ensuring that the financial, legal and contractual duties of the charity are met and that there are satisfactory systems of financial and other controls. It decides on policy and strategy and ensures the organisation fulfils its objectives. The Board meets monthly, except for August and December and Board Meetings are attended by the Chief Executive and such other staff as are required from time to time.

Day-to-day management of the charity rests with the Chief Executive, Mehfuz Ahmed, who reports to the Board of Trustees. Accounting and financial management is performed for the charity on a voluntary basis by the Treasurer. The Board receives monthly reports on the operational performance of the charity's projects from the Chief Officer and it also receives management accounts detailing the current financial situation and near-term cash flow projections from the Finance Manager.

The Board reviews its composition regularly to ensure that it contains a diverse and relevant range of talents and experience and that there are no skills gaps among its members. New trustees are inducted via a briefing on the charity structure and its aims and a meeting with the Chair, the Chief Officer and another trustee.

Age UK Westminster is a member of The Age England Association and of Age UK London. Due to the small size of the charity we have, from time to time, been grateful to Age UK London for assistance in managing various aspects of the charity where specialised knowledge and experience was required but was not contained in the Board of Trustees or among the staff. Among other initiatives Age UK London have assisted us with a review of the charity shop, advice and instruction on bid writing, HR matters and general strategic direction.

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2022**

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

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

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing the financial statements, the trustees are required to:

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

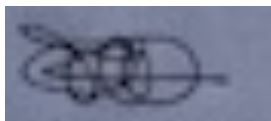
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets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

In so far as the trustees are aware:

- there is no relevant information of which the group's auditor is unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the board of trustees



Fiona Healy Connelly,
Chair

31 July 2023

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK WESTMINSTER - continued

Opinion

We have audited the financial statements of Age UK Westminster for the year ended 30 September 2022 which comprise the consolidated Statement of Financial Activities, the group and parent Charity's Balance Sheets, group's statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and Charity's affairs as at 30 September 2022 and of its income and expenditure for the year then ended:
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

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

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

We have nothing to report in this regard.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK WESTMINSTER - continued

Opinion on other matter prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

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

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, 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 and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Our responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Detecting, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting of the risks of fraud and responding whether they have knowledge of any actual or suspected fraud;

**REPORT OF THE INDEPENDENT AUDITORS
TO THE MEMBERS OF AGE UK WESTMINSTER - continued**

- The internal controls in place to mitigate risks related to fraud or non-compliance with laws and regulations.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to detect any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG**

31 July 2023

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(including summary income and expenditure account)
for the Year Ended 30 September 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income:					
Donations and legacies	2	28,906	11,620	40,526	34,997
Charitable activities:	3				
Advice for Life		25,000	154,959	179,959	151,906
Embrace our Community		38,627	338,252	376,879	376,817
Income from other trading activities		131,359	-	131,359	70,988
Investment Income	4	65	-	65	157
Total income		223,957	504,831	728,788	634,865
Expenditure:					
Costs of raising funds	5	109,387	-	109,387	92,432
Charitable activities:	6				
Advice for Life		27,647	196,537	224,184	157,128
Embrace our Community		40,750	297,136	337,886	324,631
Total expenditure	7	177,784	493,673	671,457	574,191
Net income / (expenditure) for the year		46,173	11,158	57,331	60,674
Transfers between funds	16	73,985	(73,985)	-	-
Net movement in funds		120,158	(62,827)	57,331	60,674
Reconciliation of funds:					
Funds brought forward at 1 October 2021		264,364	183,321	447,685	447,685
Total funds carried forward at 30 September 2022		384,522	120,494	505,016	447,685

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

The attached notes form an integral part of these financial statements.

AGE UK WESTMINSTER (REGISTERED NUMBER 2788761)

Balance Sheet

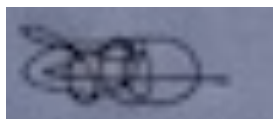
As at 30 September 2022

	Notes	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
FIXED ASSETS					
Tangible Assets	10, 11	11,211	11,366	3,515	388
Investments	12	-	-	15,000	15,000
Total Fixed Assets		<u>11,211</u>	<u>11,366</u>	<u>18,515</u>	<u>15,388</u>
CURRENT ASSETS					
Debtors	13	25,655	25,459	32,727	35,047
Cash at bank and in hand		559,452	489,419	514,706	481,789
Sum of Current Assets		<u>585,107</u>	<u>514,878</u>	<u>547,433</u>	<u>516,836</u>
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	14	(91,302)	(78,559)	(88,955)	(75,364)
Net Current Assets		<u>493,805</u>	<u>436,319</u>	<u>458,478</u>	<u>441,472</u>
Total net assets		<u><u>505,016</u></u>	<u><u>447,685</u></u>	<u><u>476,993</u></u>	<u><u>456,860</u></u>
FUNDS					
Restricted Funds	16	120,494	183,321	120,494	183,321
Unrestricted Funds: General Funds		384,522	264,364	356,499	273,539
Total unrestricted funds		<u>384,522</u>	<u>264,364</u>	<u>356,499</u>	<u>273,539</u>
Total Funds		<u><u>505,016</u></u>	<u><u>447,685</u></u>	<u><u>476,993</u></u>	<u><u>456,860</u></u>

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The attached notes form an integral part of these financial statements.

The financial statements were approved and authorised for issue by the trustees on 31 July 2023 and signed on their behalf by:



.....
Fiona Healy Connelly, Chair



.....
Neil Carthy, Treasurer

Cash Flow Statement

As at 30 September 2022

	2022	2021	2022	2021
	Group	Group	Charity	Charity
	£	£	£	£
OPERATING ACTIVITIES				
Net Income	57,681	60,674	20,483	66,264
Adjustments:				
Debtors	(196)	26,840	2,320	18,809
Creditors	12,743	(43,167)	13,591	(36,032)
Depreciation	4,852	5,589	1,570	1,750
Total Adjustments:	17,399	(10,738)	17,481	(15,473)
Net cash provided by operating activities	75,080	49,936	37,964	50,791
INVESTING ACTIVITIES				
Investment in Fixed Assets	(5,047)	(2,445)	(5,047)	-
Investment in subsidiary company	-	-	-	-
Net cash provided by investing activities	(5,047)	(2,445)	(5,047)	-
FINANCING ACTIVITIES				
Loan from Parent Charity	-	-	-	-
Net cash provided by financing activities	-	-	-	-
Net cash increase/(decrease) for period	70,033	47,491	32,917	50,791
Cash at beginning of period	489,419	441,928	481,789	430,998
Cash at end of period	559,452	489,419	514,706	481,789

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 30 September 2022

1 Accounting policies

(a) Basis of preparation

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

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

(b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(c) Basis of Consolidation

These financial statements consolidate the results of the charity and its wholly owned subsidiary on a line-by-line basis. Transactions and balances between the charity and its subsidiaries have been eliminated from the consolidated financial statements. Balances between the companies are disclosed in the notes of the charity's balance sheet. A separate statement of financial activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006

(d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be reliably measured and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

(e) Donations of gifts, services and facilities

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

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

(f) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

(g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

(h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

(i) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity and its activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

(j) Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation schedules in use are as follows:

Leasehold improvements	over the life of the lease
Equipment & fittings	over 1 – 3 years

(k) Finance and operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

(l) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(n) Pensions

On 1 February 2016 we automatically enrolled all eligible employees into a Legal & General defined contribution pension scheme. Employees who are not eligible may enrol at their discretion.

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2022

2 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Donations	27,906	11,620	39,526	33,997
Legacies	1,000	-	1,000	1,000
	28,906	11,620	40,526	34,997

3 Income from Charitable Activities

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Advice for Life:				
CE Sell Charitable Trust	25,000	-	25,000	-
Citizens Advice Westminster	-	72,375	72,375	72,500
City Bridge Trust	-	42,450	42,450	10,575
City of Westminster:	-	15,000	15,000	5,000
Garfield Weston	-	300	300	-
Hyde Park Place Estate	-	-	-	300
London Income - Age UK	-	-	-	7,577
London Community Foundation	-	-	-	23,876
NEA	-	-	-	24,445
People's Postcode Trust	-	24,834	24,834	-
Westminster Amalgamated Char	-	-	-	7,633
Total For Advice for Life:	25,000	154,959	179,959	151,906

Embrace Our Community:

Age UK	38,627	19,899	58,526	33,264
Age UK London	-	-	-	592
CAF	-	-	-	62,863
Befriending Pilot	-	5,000	5,000	-
City of Westminster	-	30,366	30,366	7,519
Edward Harvest Trust	-	2,000	2,000	2,500
City of Westminster Char Trust	-	8,350	8,350	8,000
CNWL NHS Foundation Trust	-	74,994	74,994	-
FM Conway	-	-	-	1,250
French Huguenot Church of London	-	5,000	5,000	6,875
Hospital Saturday Fund, The	-	-	-	2,500
Garfield Weston	-	6,667	6,667	-

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

Good Things Foundation	-	3,060	3,060	-
Howard de Walden Estate	-	20,000	20,000	12,667
Hyde Park Place Estate	-	5,000	5,000	-
Illiquidx Christmas Donation	-	1,000	1,000	-
Julia & Hans Rausing Trust	-	8,400	8,400	67,148
King's College London	-	-	-	5,000
London Catalyst	-	2,500	2,500	-
London Community Foundation	-	10,000	10,000	-
Masonic Charitable Foundation	-	-	-	-
Mercer's Company	-	14,583	14,583	-
National Lottery	-	9,740	9,740	47,711
Awards For All	-	1,000	1,000	4,679
One Westminster	-	42,000	42,000	-
Open Age CAC	-	6,240	6,240	-
Paddington Charities, The	-	1,000	1,000	2,000
Phoenix Group	-	-	-	1,000
Percy Bilton Charity	-	4,697	4,697	-
Portman Foundation, The	-	-	-	5,000
Redevco Foundation	-	18,933	18,933	19,747
RMG London	-	-	-	1,000
St Johns Hyde Park	-	-	-	2,548
Strand Parish Trust	-	5,000	5,000	1,000
Swire Charitable Trusts	-	-	-	42,028
Tesco Groundworks	-	1,000	1,000	-
UCL	-	-	-	500
Ulverscroft Foundation	-	2,000	2,000	-
Westminster Amalgamated Charities	-	25,211	25,211	16,211
Westminster Foundation	-	3,612	3,612	3,929
WCC COVID Business Grant	-	-	-	19,286
Total for Embrace Our Community:	38,627	337,252	375,879	376,817
Total for Charitable Activities	63,627	492,211	555,838	528,723

4 Investment Income

The group's investment income of £65 (2021: £157) arises from money held in interest bearing deposit accounts.

5 Cost of raising funds

	2022 £	2021 £
Trading company expenditure (note 21)	94,161	76,491
Fundraising costs	15,226	15,941
	<u>109,387</u>	<u>92,432</u>

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

6 Analysis of expenditure on charitable activities

Expense Classification	Basis of Allocation	Advice For Living	Embrace the Community	Support Costs	Gov Costs	Total 2022	Total 2021
Staff costs	Direct	194,112	269,750	-	-	463,862	374,593
Grants to individuals	Direct	300	5,375	-	-	5,675	600
Activities and events	Direct	1,317	17,890	-	-	19,207	43,195
Volunteer Costs	Direct	808	4,121	-	62	4,991	3,716
Premises	Floorspace	-	-	18,690	-	18,690	15,536
Communication and computers	Staff time	-	-	18,669	-	18,669	12,491
General office and staff costs	Usage	-	-	17,987	-	17,987	16,642
Other support costs	Usage	-	-	7,388	-	7,388	10,231
Audit	Direct	-	-	-	4,017	4,017	2,100
Fundraising	Direct	-	-	1,584	-	1,584	2,655
		196,537	297,136	64,318	4,079	562,070	481,759
Support Costs		25,607	38,711	(64,318)	-	-	-
Governance Costs		2,040	2,039	-	(4,079)	-	-
Total Expenditure (2022)		224,184	337,886	-	-	562,070	-
Total Expenditure (2021)		157,128	324,631	-	-	-	481,759

7 Total expenditure

	Staff Costs £	Depreciation £	Other Allocated Costs £	Total 2022 £	Total 2021 £
Cost of generating funds:					
Fundraising and publicity	15,226	-	-	15,226	15,941
Trading company expenditure	48,390	3,282	42,489	94,161	76,491
Charitable expenditure	459,842	1,570	96,579	557,991	479,159
Governance costs	-	-	4,079	4,079	2,600
Total resources expended	523,458	4,852	143,147	671,457	574,191

Of the total expenditure £177,784 (2021: £132,482) was unrestricted and £493,673 (2021: £441,709) was restricted.

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2022

8 Net income for the year:

	2022 £	2021 £
This is stated after charging:		
Auditors' remuneration		
Audit Fee	4,000	4,000
Depreciation on owned assets	4,852	5,589
	<u> </u>	<u> </u>

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2021: £nil). No trustees were reimbursed expenses during the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

9 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2022 £	2021 £
Wages and Salaries	451,583	350,330
Social security costs: employer's national insurance	32,546	24,445
Employer's contribution to defined contribution pension schemes	30,872	22,550
Other staff costs	8,457	24,368
	<u>523,458</u>	<u>421,693</u>

There were no employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year.

The key management personnel of the charity are the trustees, the Chief Officer, Head of Services and the Business Development & Fundraising Manager. The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2021: £nil). No trustees were reimbursed expenses during the year (2021: £NIL). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil). The total employee benefits including pension contributions of the 3 key management personnel in 2022 were £134,280 vs 1 key management personnel in 2021 (2021: £53,444).

Pension costs are allocated to activities in proportion to the related staffing costs incurred.

Cognisant of its responsibilities for charitable and public money Age UK Westminster pays only statutory redundancy pay but occasionally enhances settlements with pay in lieu of notice.

The average number of employees, calculated on a full-time equivalent basis, analysed by function was:

	2022 Number	2021 Number
Charitable activities	13.90	10.25
Cost of raising funds (charity shop)	1.80	1.80
Management and administration of the charity	-	-
	<u> </u>	<u> </u>
Total	15.70	12.05
	<u> </u>	<u> </u>

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

10 Tangible fixed assets - Group

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 October 2021	28,584	12,280	40,864
Additions	-	4,697	4,697
Disposals	-	-	-
At 30 September 2022	28,584	16,977	45,561
Depreciation			
At 1 October 2021	17,714	11,784	29,498
Charge for year	3,174	1,678	4,852
Disposals	-	-	-
At 30 September 2022	20,888	13,462	34,350
Net book value at 30 September 2022	7,696	3,515	11,211
At 30 September 2021	10,870	496	11,366

11 Tangible fixed assets – Charity

	Computer Equipment £	Office Furniture £	Total £
Cost			
At 1 October 2021	8,287	1,637	9,924
Additions	4,697	-	4,697
Disposals	-	-	-
At 30 September 2022	12,984	1,637	14,621
Depreciation			
At 1 October 2021	7,899	1,637	9,536
Charge for year	1,570	-	1,570
Disposals	-	-	-
At 30 September 2022	9,469	1,637	11,106
Net book value at 30 September 2022	3,515	-	3,515
At 30 September 2021	388	-	388

12 Investments

	2022 £	2021 £
Charity:		
Shares in subsidiary trading company at cost	15,000	15,000
Total	15,000	15,000

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

13 Debtors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade debtors	25,336	25,459	25,334	25,459
Amount owed by subsidiary (Note 21)	-	-	7,074	9,588
Prepayments and other accrued income	319	-	319	-
	<u>25,655</u>	<u>25,459</u>	<u>32,727</u>	<u>35,047</u>

14 Creditors: amounts falling due within one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade creditors	13,018	8,398	13,869	8,918
Taxation and social security costs	9,247	8,061	9,247	8,061
Credit Cards	795	569	795	569
Accruals and deferred income	68,242	61,531	65,044	57,816
	<u>91,302</u>	<u>78,559</u>	<u>88,955</u>	<u>75,364</u>

15 Financial commitments

At 30 September 2022 the group has annual commitments under non-cancellable leases as follows:

	2022 Land and Buildings £	2021 Land and Buildings £
Lease payments due:		
In less than one year	38,280	38,280
In one to five years	153,120	76,560
In more than five years	-	-
Total of commitments:	<u>191,400</u>	<u>114,840</u>

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

16 Statement of funds 2022

	At 1 Oct 2021 £	Income £	Expenditure £	Transfers £	At 30 Sep 2022 £
General Reserve	273,539	92,598	(83,623)	73,985	356,499
Charity Total	273,539	92,598	(83,623)	73,985	356,499
Subsidiary	(9,175)	131,359	(94,161)	-	28,023
Total Unrestricted Funds	264,364	223,957	(177,784)	73,985	384,522
Restricted funds:					
Westminster CC and other Restricted Funds	20,928	183,571	(209,593)	10,000	4,906
Befriending	40,431	85,059	(43,090)	(43,000)	39,400
Digital Inclusion	1,366	46,612	(86,933)	38,955	-
CNWL	-	74,494	(49,244)	13,000	38,250
Information & Advice	9,101	87,375	(78,452)	(8,955)	9,069
Love Your Community	37,510	27,720	(26,361)	(10,000)	28,869
Visual Impairment	73,985	-	-	(73,985)	-
Total Restricted Funds	183,321	504,831	(493,673)	(73,985)	120,494
Total Funds	447,685	728,788	(671,107)	-	505,016

The General Reserve represents the free funds of the charity which are not designated for particular purposes.

The restricted funds balance as at 30 September 2022 represents income provided from the sources listed above which was received during the year but not yet fully utilised.

Purposes of restricted funds:

Befriending Project – Provide face to face support to vulnerable older people who are experiencing social isolation.
 Digital Inclusion (formerly IT @Home) – help our clients make the most of the internet and electronic devices.
 Give & Receive - Offer inclusive volunteering opportunities to Westminster residents aged 60 plus.
 Information & Advice – Give advice in one-to-one sessions, mainly regarding benefits.
 Love Your Community – Outreach to residents of Marylebone and surrounding areas.
 Visual Impairment – Provide specific assistance to visually impaired older residents of Westminster.
 CNWL – Tackling social isolation through digital inclusion.

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2022

Statement of funds 2021

	At 1 Oct 2020 £	Income £	Expenditure £	Transfers £	At 30 Sep 2021 £
General Reserve	199,921	129,521	(55,903)	-	273,539
Charity Total	199,921	129,521	(55,903)	-	273,539
Subsidiary	(3,584)	70,988	(76,579)	-	(9,175)
Total Unrestricted Funds	196,337	200,509	(132,482)	-	264,364
Restricted funds:					
Westminster CC and other Restricted Funds	25,599	232,383	(262,054)	25,000	20,928
Befriending	53,277	8,032	(20,878)	-	40,431
Digital Inclusion	597	42,769	(42,000)	-	1,366
Give & Receive	-	7,375	(14,445)	7,070	-
Information & Advice	163	103,953	(70,015)	(25,000)	9,101
Love Your Community	37,053	39,843	(32,316)	(7,070)	37,510
Visual Impairment	73,985	-	-	-	73,985
Total Restricted Funds	190,674	434,355	(441,708)	-	183,321
Total Funds	387,011	634,864	(574,190)	-	447,685

17 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The members of the company are the trustees named in the Report of the Board of Trustees. 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.

18 Related party transactions

There were no related party transactions in the year to 30 September 2022 (2021: £nil). There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

One of our trustees, Ian Adams, is a councillor and was previously Lord Mayor of Westminster City Council. Westminster City Council funds our Information & Advice project via the Westminster Advice Services Partnership, our Direct Payments project and various ad hoc projects via the Edward Harvist Trust. Westminster City Council is indirectly our landlord for our office for which we pay a market rent. Ian was appointed Lord Mayor of the City of Westminster for the 2017-18 year and he kindly chose us as one of his selected mayoral charities.

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2022

19 Control

The charitable company is controlled by the trustees.

20 Analysis of group net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total £
Fund balances at 30 September 2022 are represented by:				
Tangible fixed assets	-	-	11,211	11,211
Current assets	120,494	-	464,613	585,107
Current liabilities	-	-	(91,302)	(91,302)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	120,494	-	384,522	505,016
	<hr/>	<hr/>	<hr/>	<hr/>

Analysis of group net assets between funds 2021

	Restricted funds £	Designated funds £	General funds £	Total £
Fund balances at 30 September 2021 are represented by:				
Tangible fixed assets	-	-	11,366	11,366
Current assets	183,322	-	331,556	514,878
Current liabilities	-	-	(78,559)	(78,559)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	183,322	-	264,363	447,685
	<hr/>	<hr/>	<hr/>	<hr/>

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2022

21 Subsidiary company

The charity owns the whole of the issued ordinary share capital of Age UK Enterprises (Westminster) Limited, a company registered in England. One of these shares is held in trust for the company by one of our trustees, Neil Carthy.

The subsidiary is used for non-primary purpose trading activities of which the principal activity is running charity shops. Any net profit is gifted to the charity. Corporate income is treated as donations. All activities have been consolidated on a line by line basis in the SOFA.

As of 30 September 2022 the subsidiary company owes in addition £7,074 (2021: £9,588) on the inter-company account.

A summary of the results of the subsidiary is shown below:

	Total 2022 £	Total 2021 £
Turnover	131,359	70,988
Cost of Sales	(1,628)	(1,078)
Gross Profit	<u>129,731</u>	<u>69,910</u>
Administrative expenses	(92,533)	(75,413)
Loan interest paid to parent company	-	(88)
Donation to parent company	-	-
Net Profit / (Loss)	<u>37,198</u>	<u>(5,591)</u>

Funders

We couldn't be there for older people in Westminster without the much-needed support we receive from the following funders:

- Age UK Tackling Inequalities fund
- Arnold Clark Community Fund
- Big Lottery - Awards for All
- Central and North West London NHS Foundation Trust
- Central London Community Healthcare NHS Trust (CLCH Trust)
- Edward Harvist Trust
- French Huguenots
- Garfield Weston Foundation
- Good Things Foundation Connect Up Fund
- Hyde Park Place Estate Trust
- Julia & Hans Rousing Trust
- Masonic Charitable Foundation
- Neighbourly
- NHS Charities (DigitALL programme)
- North Westminster Programme
- Peabody Community Fund
- Percy Bilton Charity
- SEGB Programme 2022
- St James Ward Funding
- Tesco Bags of Help Fund
- The Prince of Wales Charitable Fund
- Ulverscroft Foundation
- WCC Community Contribution Funding
- Westminster Almshouses Block Grant
- Westminster City Council
- Westminster Protect Fund

Organisations and corporates

These companies and organisations provided vital support to Age UK Westminster

Abbey Centre	Oaktree Capital
Age UK Kensington & Chelsea	Octavia
Adult Social Care	One Westminster Social Prescribers
Bain & Company	Open Age
Baringa	Paddington Library
Beechcroft Care Home	Parkhouse Christmas Meals
Beethoven Centre	Penfold Place
BlueBay Asset Management	Pubmatic
Carers Network	Ouod
Church Street Library	Richardson Publishing Group
Davey's Court	Southbank International School
Department for Transport	St. Mungo Association
GIC Singapore Real Estate	The Crown Estate
Green Doctors	The Salvation Army (Regent Hall)
Halycon Days	Time and Talents
Howard de Walden Estate	Virgin Media 02
Lords	Waitrose
Marston Holdings	Wearisma
Marylebone Church	Westminster Connects
Marylebone Library	Westminster Foodbank
Mayfair Library	Wetherby Senior School
McKinsey & Company, London	
Neighbourly	
Newton Europe	
NG Bailey	
North Paddington Food Bank	
NSL	