



AGE UK WESTMINSTER
(A company limited by guarantee)

Report and Financial Statements

Year ended: 30 September 2023

Charity no: 1018300

Company no: 2788761

AGE UK WESTMINSTER

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for the Year Ended 30 September 2023**

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AGE UK WESTMINSTER

REPORT OF THE BOARD OF TRUSTEES for the Year Ended 30 September 2023

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 2023 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).



**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**



CHAIR'S REPORT

Dear Members and Supporters of Age UK Westminster,

As Chair of the Board of Trustees, it gives me great pleasure to share this annual report and celebrate another year of Age UK Westminster's important work. We are an organisation dedicated to empowering older adults in our community to live full and independent lives.

The 2022/23 period was, without a doubt, a challenging one. The lingering effects of the pandemic, along with the rising cost of living, amplified the difficulties faced by many older people in our borough. Yet, amidst these challenges, I'm proud to say that the spirit of Age UK Westminster has shone brighter than ever.

Our committed staff and tireless volunteers worked diligently to adapt and expand our services in the face of adversity. We continued to provide critical services including:

- Information and Advice: Clear and compassionate guidance on issues surrounding finances, housing, health, and benefits.
- Befriending Services: Companionship and support to reduce loneliness and isolation.
- Social Activities: A range of groups and events fostering connection and wellbeing.
- Digital Inclusion: Helping older adults embrace technology and combat digital isolation.
- Dementia Support: To help those living with dementia maintain memory and mental function.

In addition to these core services, we have also launched exciting new initiatives in the past year:

- Wellbeing & Connections service launched in this year providing much needed post-hospital discharge support.
- Lancaster Gate lunch club.

The success of our work is owed to the dedication of our remarkable staff, the generous support of our donors, and the resilient spirit of the older adults we serve. Their stories are at the heart of our mission, and it's an honour to share their successes.

Fiona Healy-Connelly,
Chair

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**



MESSAGE FROM CEO

The heart of Age UK Westminster lies in the extraordinary efforts of our staff, our dedicated volunteers, and the steadfast generosity of our donors. Thank you for entrusting us with your time, your expertise, and your resources. It is truly heart-warming to witness how lives are transformed through our shared work. Witnessing someone regain their confidence after a period of isolation, or seeing the joy that a digital skills class brings to an older person

– these are the moments that remind us of the profound impact we make together.

During the 2022/23 year, one thing remained clear: the importance of Age UK Westminster's role in our community is greater than ever. We see first-hand the evolving needs of older people, from the impact of the cost-of-living crisis to the challenges of accessing vital services in a rapidly changing digital landscape. It is with a deep sense of purpose that we continue our unwavering commitment to the wellbeing of older adults in Westminster.

We are immensely proud of several key achievements, most notably the support we've provided to older people via our information and advice service which has been especially needed due to the ongoing cost of living crisis. This service's success is a testament to our ability to listen, adapt, and provide tailored support that truly addresses the evolving needs of those we serve. Additionally, our digital inclusion project demonstrates our ongoing focus on creating opportunities for connection, learning, and empowerment within our older community.

the obstacles that still exist. Loneliness, financial insecurity, and limited access to health and social care remain persistent challenges within our older community. These issues, compounded by societal ageism, only solidify our resolve to advocate for those in need.

Moving forward, we invite you to join us as we envision a future where every older person in Westminster feels valued, respected, and supported commitment helps shape a more inclusive and age-friendly community.

I remain deeply grateful for your partnership. Together, we will keep forging ahead, undeterred, in our mission.

Mehruz AHmed,
CEO

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

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



**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

OUR MISSION AND OUR VALUES

OUR MISSION

Our aims are:

-)] To encourage choice and opportunity for older people.
-)] To be a direct service provider of highquality services for older people.
-)] To ensure that older people are aware of, and have access to, the benefits to which they are entitled.
-)] To advocate on behalf of older people.
-)] To tackle issues such as isolation and loneliness within our local community.
-)] To promote positive attitudes towards older people and ageing.

Age UK Westminster will promote and support individual rights and choice within our services.

Users are entitled to:

-)] Have their cultural, ethnic, religious, sexual, and emotional needs respected.
-)] Enjoy freedom from threat, injury, insult, and ridicule in every aspect of their life.
-)] Enjoy their personal independence and personal choices and to receive help in achieving these.
-)] Users should be known by the name of their choice, be treated with dignity, and be assured that their personal and private matters will be treated in confidence.
-)] Care for themselves as far as they are able irrespective of how long this may take to accomplish.
-)] Be involved in decisions concerning the services they receive.
-)] Be kept informed of any future changes that may affect the services they receive.



AGE UK WESTMINSTER

REPORT OF THE BOARD OF TRUSTEES - continued for the Year Ended 30 September 2023

Age UK Westminster is dedicated to serving the diverse needs of its residents across all demographics. In this annual report, we present a comprehensive analysis of the demographics of our clients, providing valuable insights into the population we serve.

77% of our clients are aged 65 and above. This underscores the importance of our efforts in addressing the unique requirements of this demographic, including assisting clients accessing all benefits they're entitled to and opportunities for social engagement.

Geographically, our clients are spread across various wards within the Westminster area, with notable concentrations in Church St (11%), Queens Park (9%), Marylebone High St (7%), and Harrow Road (7%). This information enables us to allocate resources effectively and adapt our outreach strategies to better serve the specific requirements of each community.

Age

-) 23% are aged 50-64
-) 38% are aged 65-74
-) 27% are aged 75-84
-) 12% are aged 85 or older

Wards or Areas

Abbey Road: 6%, Bayswater: 5%, Bryanston & Dorset Sq: 1%, Church St: 11%, Churchill: 2%, Harrow Road: 7%, Hyde Park: 3%, Knightsbridge & Belgravia: 2%, Lancaster Gate: 4%, Little Venice: 4%, Maida Ward: 8%, Marylebone High St: 7%, Pimlico North: 3%, Pimlico South: 2%, Queens Park: 9%, Regents Park: 7%, St James: 2%, Tachbrook Road: 2%, Vincent Square: 4%, Warwick Road: 1%, West End: 4%, Westbourne: 6%.

REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023

OUR TRUSTEES

Our board of trustees are an elected group of individuals that has overall responsibility for the management of Age UK Westminster. The board seeks to ensure the best interest of service users in all types of management decisions.



Fiona Healy-Connelly
Chair of Trustees



Dr Ann Black Vice Chair



Ian Adams Trustee



David Durnford-Slater
Trustee



David Kent-Lemon Trustee



Neil Carthy Treasurer



Michele Mestrinaro Trustee

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

Summary of Principal Activities

Age UK Westminster exists to promote the well-being of older people living in Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage, and social isolation for older people in our local community.

We also work to provide opportunities for older residents to get involved in Age UK Westminster's volunteer programme and provide input in the development of future services.

Our key services are run by dedicated staff and volunteers and are reliant on the good will and support of the local community.

Information & Advice Team

We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquiries line for information and signposting.

Befriending & Telephone Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. Telephone contact is also available for those who prefer this option. General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older residents make the most of the internet and their digital devices in later life and helps towards preventing loneliness and isolation.

Activities

We run a wide variety of activities that help to increase the level of social interaction & physical health of our members. These include specialist activities for those living with dementia and exercise at home sessions for housebound clients.

OUR IMPACT



96% would recommend Age UK Westminster to a friend

28,876 number of client contacts

30,923 volunteer hours donated



£1,066,315.45

financial gains for our clients

15,871

Visitors to our website

OUR SERVICES

Information and Advice

The Information & Advice (I&A) team provides comprehensive support and advice on a variety of welfare services dedicated to the older residents of Westminster.

The team directs clients to suitable services both within Age UK Westminster and amongst our voluntary sector partners.

This service empowers our service users to live more independent, fulfilling, and enjoyable lives.

The team offers assistance with a broad spectrum of concerns, including:

-) Welfare benefits
-) Debt and financial management
-) Housing matters - Health and social care needs
-) Consumer-related issues, such as utility bills
-) Support with form completion
-) General guidance and referrals

£1,066,315 gained for older people in the borough

4,676 contacts made with older people, their families and carers

1,704 older people supported by the service

REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023

Information & Advice Case Study

Mr G from London started to lose his vision over the last 2 years and its got a lot worse. He was referred to me by Adult social care after they had registered him visual impaired to help with his benefits. Mr G was only standard rate Universal Credit and standard rate PIP care.

Action taken/ support provided

We applied to PIP to get the mobility element, we then submitted medical certificates to Universal credit they sent out the UC50 health assessment form for us to complete. We also contacted Adult social care to explain that he had suffered burns getting into his bath.

Outcomes

Mr G was awarded the health element on his Universal credit which was an extra £390 monthly and also awarded advanced rate care & Mobility on PIP £691 a month. Adult social care did an assessment and agreed to fit a wet room.

Mr G was extremely happy with the outcome. He is now able to manage financially and manage better at home with his new adaptations to his bathroom. He was very grateful for our support and sent me a thank you card.

Mr J, 77-year-old male, lives alone and self-referred. Significant noise disruption from neighbour below for the past 2 years resulted in Mr J feeling very distressed. He had resorted to sleeping on the mattress in the kitchen because this was the room that was the least affected.

He was reluctant to move as he loved his flat and the location. However, he was resigned to the option of moving as the downstairs resident had mental health issues which were the cause of the noise issues and would not be moved.

Action taken/ support provided

We supported the client to liaise with the landlord to find a solution. This involved advocacy at the complex priority move panel meeting. As he didn't want to move but felt that he had no other option, he wanted to ensure that the new property was one where he could feel comfortable.

Outcomes

The move to a property that met Mr J's requirements was finally provided in May 23. He has reported that it will be life changing to be able to relax once again in his home.

Befriending

Age UK Westminster is committed to addressing the issue of social isolation among Westminster's older population. Research has shown that loneliness can have a detrimental impact on both mental and physical well-being. To tackle this challenge, we provide a one-to-one befriending service for vulnerable older adults who live alone and/or are experiencing social isolation.

Through this initiative, we carefully match isolated older people with friendly, local volunteers who agree to visit them on a weekly basis. During these visits, our Befrienders offer muchneeded social interaction and emotional support. They also encourage the older person to stay active by accompanying them on short walks and assisting with light tasks.

In addition to the in-person befriending service, we offer a telephone befriending service. Volunteers provide weekly 30- minute phone calls with one or more older adults who are at risk of becoming socially isolated or may feel lonely. Studies have demonstrated that regular phone conversations can make a significant difference in uplifting the spirits of older people.

By offering these personalised befriending services, Age UK Westminster is dedicated to reducing social isolation and loneliness among Westminster's older people, thus supporting their overall well-being.

279 Befriending matches

5,600 Befriending contacts- in- person

11,160 Befriending contacts- telephone

28,000 Befriending volunteer hours

Befriending Case Study

A longstanding Westminster resident, at 88, Anita lives with severe arthritis and heart issues. She has no family or friends nearby and relies solely on her daily carers for social interactions. Despite this, the client still felt lonely and isolated due to being bed bound.

She referred herself to our Befriending project and was assessed by our Befriending Coordinator in her home. She stated that she wanted to have regular discussions about life and what was going on in the world with someone through a face-to-face befriending relationship.

Soon, she was matched with a friendly volunteer who agreed to visit the client weekly on Saturdays. At the initial match meeting, both the client and the volunteer got along extremely well and had a long conversation together.

Now, the duo meets regularly on the weekend, and Anita says that she has benefitted greatly from these visits. She looks forward to their weekly meetings, saying: "It's just lovely. She is such a nice girl and we do crosswords together, which is fun".

Having this regular company has positively impacted the client's life and she definitely seems more chirpy whenever we call to check in.

The volunteer also finds that the support she gives the client is immensely rewarding and she enjoys learning more about the client's life. Despite the client being housebound, the pair always try to find new and exciting ways to add variety to the visits.

One highlight that they both enjoyed was when they "watched some of the King's Coronation together and had some lemonade to pretend that we were having a garden party".

Both the client and the volunteer say that now they have more of a friendship. They continue to meet at their weekly home visits and agree that the sessions have made a huge difference to both of their lives.



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 Operations
- Admin Support
- Client Service Support
- Volunteer Recruitment Support
- Translation Services

275 Age UK Westminster Volunteers

193 Corporate Volunteers

30,923 Volunteer Hours

Volunteering Case Study

Every year many of our volunteers go above and beyond to support the organisation and its cause. One of these volunteers is RW. 32year-old RW is one of the organisation's many long-serving volunteers. She is a befriender to JS who is now 95 years old and lives alone with no immediate family close by.



The two were introduced to each other at the beginning of 2018 when RW was just 25 and decided to dedicate some of her spare time by becoming an Age UK Westminster's befriender.

At the time both RW and JS lived in the same area of south Westminster which made it more convenient for the two to meet up regularly. Their common interests also played a big role in their initial matching; they both enjoy going out and meeting new people.

Although RW now lives outside of Westminster, she is still very committed to ensuring that their contact is maintained. The two have developed a wonderful friendship that continues to flourish to date and demonstrates what a successful befriending match looks like.

RW has said, "I see JS as almost part of my own family and we still see each other regularly. We have had Christmas lunch together." RW has always tried to involve JS in her life as often as possible. A few years ago, when she ran a virtual London marathon, JS and RW's flatmate set up a small supporting spot. They planned the route so that RW could run via JS's flat, which she thinks she quite enjoyed.

Over the years since becoming JS's befriender, RW has continued to go out of her way to support the organisation in various ways including when the befriending team needed help for two elderly relatives to travel to their appointments. RW offered to escort the two service users who had only recently immigrated to the UK from Ukraine to attend their urgent appointments at the Home Office to sort out their immigration status.

More recently, RW was one of the first befriending volunteers to respond to our call requesting help from existing volunteers to accept additional Telephone Befriending clients to help reduce the waiting list of clients waiting to be matched with volunteers. RW responded by calling on her work colleagues, friends and neighbours, encouraging them to become Age UK Westminster's volunteers. This resulted in 16 volunteering enquiries.

Christmas Project

For more than 15 years, Age UK Westminster, in partnership with St. Paul's Boys School, has delivered the Christmas Lunch Project, providing isolated older people on Christmas Day with a festive meal, a gift, and companionship.

As the sole charity in Westminster delivering to older people at home on Christmas Day, our efforts combat the loneliness often felt during this time. Despite challenges posed by the global pandemic in 2020 and 2021, we adapted, delivering festive hampers to vulnerable residents with the support of local funders, corporate partners, and volunteers.

In Christmas 2022, alongside St. Paul's School, we delivered 300 Christmas meals and organised various festive activities in the community throughout December. Additionally, we hosted 6 Christmas lunches, 3 afternoon teas, 2 festive coffee mornings, a Christmas concert, and workshops such as wreath and card making.

Funding from Paddington Charities, Bain & Co, GIC Singapore, and others, along with generous individual donations, made the project possible. Without statutory funding, the project relies on the support of these trusts and donors.

The impact of our 2022 Christmas Project extended to over 500 residents aged 60 and above, providing them with companionship, meals, hampers, and social activities during a time that can exacerbate feelings of loneliness.

With continued community support, we aim to alleviate the isolation felt by older people throughout the year, particularly during challenging times like the festive season.

14

festive activities

17

corporates supported the projects

£15,245

raised

28

volunteers

539 Clients benefitted from the project

Activities

Age UK Westminster offers a diverse array of activities and services to support older people in the local community.

As a charity with over 70 years of experience, we are deeply committed to helping older adults live independently, stay active, and remain engaged with their local surroundings.

During the 2022/2023 period, this included:

Exercise Classes: We provided a variety of exercise classes designed to help older people maintain their strength, balance, and flexibility, enabling them to stay active and healthy.

Social Clubs: Our social activities and events offered older adults the opportunity to make new friends and enjoy a range of enriching pursuits, such as arts and crafts, games, and outings to local attractions.

Coffee Mornings with Informative Talks: These allowed our clients to learn something new in the company of like-minded older adults, fostering a sense of community and intellectual stimulation. Through this diverse array of activities and services, Age UK Westminster is dedicated to supporting the overall wellbeing of older people in our local community.

489 Clients participated in Activities

275 Activities Held

3,579 Attendances

REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023



Liz



Miles

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

Participant name: Liz, attended our art workshop*

Why did you join this class?

I studied Art and fashion design before and wanted to connect again. It was also an opportunity to meet new people and to create new friendships in a social and friendly setting.

Do you have a favourite part of the class?

I liked both workshops Jewellery and Visual Art enjoying working with different ideas, colours, textures and techniques.

How has this class impacted your overall wellbeing?

The art workshops gave me a sense of achievement. I had become quite isolated and attending the classes got me out of my home. I looked forward to the weekly classes and to catch up with the group and to have a regular routine.

Participant name : Miles, attended our Fit4Life class*

Why did you join this class?

I have been attending the Age UK Westminster Fit4Life sessions with Sharon for a couple of years now. The classes are great fun while still being a very worthwhile workout.

Do you have a favourite part of the class?

Parts of the classes are aimed at improving our balance and co-ordination which are very important as we get older. Sharon plays a great mix of upbeat music during the classes, which is great for motivating us and keeping our energy levels high.

How has this class impacted your overall wellbeing?

Last year I had to have an operation and I feel that the benefits of the classes helped me to recover more quickly. By coming to the classes regularly we get to make new friends.

Digital Inclusion

Age UK Westminster supports Westminster residents aged 50+ to build their confidence and knowledge using digital devices such as smartphones, tablets/iPads and laptops.

The services offers both group sessions and 1:1 support as 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 and join virtual activities, set up and use email addresses and WhatsApp accounts or connect to loved ones through video calls, Age UK Westminster's Digital Inclusion Service provided support.

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

Topics covered included: Computer basics, Email & Skype, Using the internet, Internet security, Music & audio, Smartphones & tablets, Social networking and government services, shopping & banking

191 Clients

1019 Client contacts

713 1:1 sessions

57 group sessions

Dementia Support

Age UK Westminster offers a selection of activities for people living with dementia to help memory and cognitive function.

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.

MCST activities include:

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

The Heart of Westminster Memory Café in partnership with The Salvation Army's Regent Hall.

The Age UK Westminster Memory Café 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.

66 Specialist MCST sessions

8 Hearts of Westminster Memory cafes

579 attendances at group sessions

84 Clients accessing the projects

Warm Hubs Lunch Club

Age UK Westminster's Warm Hubs Lunch Club provided a welcoming space for older residents in the Lancaster Gate ward to socialise, enjoy a nutritious meal, and access vital support services during the 2022-2023 winter months.

These events brought together individuals aged 55+ who were at risk of isolation and loneliness, whether living alone or lacking close friends and family nearby.

The lunch club served as a lifeline for older adults struggling with the cost-of-living crisis. Attendees were warmly welcomed into a comforting environment where they could enjoy a hot meal, receive useful information and referrals to additional Age UK Westminster services like befriending, dementia support, and advice on claiming benefits.

The lunch club fostered community by commemorating special occasions and holidays together. As an entry point, it connected participants to Age UK Westminster's full breadth of active ageing programs and raised awareness of ways to enhance their independence and wellbeing.

This critical service demonstrated Age UK Westminster's community-centred approach, simultaneously addressing urgent needs like food insecurity while proactively combating the serious impacts of loneliness.

The Lunch Club supported the charity's mission of promoting fulfilling lives for the borough's older residents.

23 Clients who participated in Lunch club

14 Sessions

98 attendances

Exercise at Home

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 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.

182 Home visits

41 Clients accessing the service

134 Exercises session delivered

48 Supported walking sessions

*“The volunteer came into our life as a guardian angel. My husband suffered a major stroke 8 1/2 years ago and was very reluctant to meet a new trainer. Fortunately, the minute he met her (the volunteer) with her radiant personality he agreed to exercise with her. He not only agreed but looks forward to seeing her and enjoys every minute of training. He feels much better after each session, and the only comment I can make is that I wish he could do it twice a week.
M, wife of client”*

Wellbeing & Connections

New Post-hospital discharge support launched in July 2023

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

Once referred, our team arranges an initial home visit with the client to conduct an assessment identifying their immediate needs. We can provide short-term help with essential tasks like light shopping, picking up prescriptions, contacting GPs, and serving as a friendly point of contact during those first crucial weeks at home.

After a few visits, clients are then connected to ongoing Age UK Westminster services like Befriending, Exercise at Home, and Digital Inclusion as well as other relevant charities, council services, and community organisations. This holistic approach ensures a smooth transition home and long-term independence.

We accept self-referrals directly from older adults or referrals from family, friends, health workers, and medical professionals.

The service exemplifies Age UK Westminster's commitment to empowering our borough's older residents to age well. By easing the transition home, we help lay the groundwork for continued independent living.

14 Clients assessing

171 contacts

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 two key areas: strengthening our partnerships, and improving our impact.

Strengthening Partnerships

We will continue to strengthen our partnerships with local organisations and stakeholders, including:

Collaborating with healthcare providers:

We will be working closely with health services to improve the overall health and wellbeing of older people in our community.

Partnering with local businesses: We will be engaging more with the local business community to raise funds, increase awareness, and explore new ways to support older people.

Collaborating with other organisations: We will continue to build connections and coordinate our efforts with other organisations serving the older adult population in Westminster.

Improving Our Impact

We are committed to improving our impact and ensuring that our services are making a real difference in the lives of older people.

We will be continuously improving and adapting our services through regularly reviewing and refining our services to better meet the evolving 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, donations, and income generated from our own fundraising activities.

Grants

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

Donations

We also rely heavily 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 support program or digital inclusion services.

Fundraising Activities

In addition to grants and donations, we also generate income through our own fundraising activities. This can include events, online campaigns, and other initiatives. The funds raised through these activities are used to support the charity's ongoing work and to help expand our programs and services. We are deeply grateful for the support of all our funders, whose generosity enables us to continue providing vital services and support to older adults in our community.

£202,213 Trust and grants funding

24 new funders secured

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Westminster for the year ended 30 September 2023. The year has seen small dip in financial performance with a negative net movement of funds of £(13,511) (2022: £57,331). Our Total Funds balance is now £491,504 (2020: £505,016).

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 £793,293 (2022: £556,838) and income from donations, legacies and fundraising rose to £124,363 (2022: £40,526).

Overall expenses at the group rose to £806,805 (2022: 671,457) 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 £676,401 (2022: £562,070) 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 £130,403 (2022: £109,387).

Our support costs increased to £74,454 (2022: £64,318) 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 14% (2022: 15%) 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.

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 3-6 months' expenditure as free reserves in these uncertain times. At 30th September 2023, the group held £491,504 in total funds (2022: £505,016), of which £122,925 (2022: £120,494) are restricted. Subtracting these and fixed assets leaves £234,079 (2022: £373,311) free reserves which equates to 3.4 months (2022: 6.7 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.

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

FIXED ASSETS

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

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 £8,142 (2022: £7,074) 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 (2022: 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 monthly 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.*

AGE UK WESTMINSTER

REPORT OF THE BOARD OF TRUSTEES - continued for the Year Ended 30 September 2023

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) TRUSTEES (as at date of signing of the accounts):
 - I Adams (Vice Chair)
 - A Black
 - N Carthy
 - D Durnford-Slater
 - F Healy Connelly (Chair)
 - M Mestrinaro
 - D Kent-Lemon
 - J Levack (appointed September 2023)
 - R Meena Kaushik (appointed November 2023)
- f) AUDITORS: Goldwins
Chartered Accountants and Statutory Auditors
75 Maygrove Road
London, NW6 2EG
- g) BANKERS: Lloyds Bank
195-197 Edgware Road, London, W2 1ET

**REPORT OF THE BOARD OF TRUSTEES - continued
for the Year Ended 30 September 2023**

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, Mehruz 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 2023**

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

23 July 2024

REPORT OF THE INDEPENDENT AUDITOR'S 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 2023 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 2023 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.

REPORT OF THE INDEPENDENT AUDITOR'S TO THE MEMBERS OF AGE UK WESTMINSTER - continued

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

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

- J 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
- J 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:

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

- J We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

**REPORT OF THE INDEPENDENT AUDITOR'S
TO THE MEMBERS OF AGE UK WESTMINSTER - continued**

-) 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;
-) 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

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

24 July 2024

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(including summary income and expenditure account)
for the Year Ended 30 September 2023

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income:						
Donations and legacies	2	13,434	100,000	10,929	124,363	40,526
Charitable activities:	3					
Advice for Life		-	-	194,267	194,267	179,959
Embrace our Community		15,813	-	325,094	340,903	376,879
Income from other trading activities		131,023	-	-	131,023	131,359
Investment Income	4	2,737	-	-	2,737	65
Total income		163,003	100,000	530,290	793,293	728,788
Expenditure:						
Costs of raising funds	5	130,403	-	-	130,403	109,387
Charitable activities:	6					
Advice for Life		29,725	-	226,574	256,299	224,184
Embrace our Community		47,837	-	372,266	420,103	337,886
Total expenditure	7	207,965	-	598,840	806,805	671,457
Net income / (expenditure) for the year		(44,962)	100,000	(68,550)	(13,512)	57,331
Transfers between funds	16	(70,981)	-	70,981	-	-
Net movement in funds		(115,943)	100,000	2,431	(13,512)	57,331
Reconciliation of funds:						
Funds brought forward at 1 October 2022		384,522	-	120,494	505,016	447,685
Total funds carried forward at 30 September 2023		268,579	100,000	122,925	491,504	505,016

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 2023

	Notes	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
FIXED ASSETS					
Tangible Assets	10, 11	7,256	11,211	1,935	3,515
Investments	12	27,245	-	42,245	15,000
Total Fixed Assets		34,501	11,211	44,180	18,515
CURRENT ASSETS					
Debtors	13	3,894	25,655	12,036	32,727
Cash at bank and in hand		591,307	559,452	546,146	514,706
Sum of Current Assets		595,201	585,107	558,182	547,433
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	14	(138,198)	(91,302)	(136,555)	(88,955)
Net Current Assets		457,003	493,805	421,627	458,478
Total net assets		491,504	505,016	465,807	476,993
FUNDS					
Restricted Funds	16	122,925	120,494	122,925	120,494
Unrestricted Funds:					
General Funds		268,579	384,522	242,882	356,499
Designated Funds		100,000	-	100,000	-
Total unrestricted funds		368,579	384,522	342,882	356,499
Total Funds		491,504	505,016	465,807	476,993

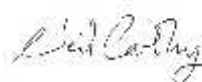
The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts 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 23 July 2024 and signed on their behalf by:



.....
Fiona Healy-Connelly, Chair



.....
Neil Carthy, Treasurer

Cash Flow Statement

As at 30 September 2023

	2023 Group £	2022 Group £	2023 Charity £	2022 Charity £
OPERATING ACTIVITIES				
Net Income	(13,512)	57,681	(11,186)	20,483
Adjustments:				
Debtors	21,760	(196)	20,691	2,320
Creditors	46,897	12,743	47,600	13,591
Depreciation	3,955	4,852	1,566	1,570
Total Adjustments:	72,612	17,399	69,857	17,481
Net cash provided by operating activities	59,100	75,080	58,671	37,964
INVESTING ACTIVITIES				
Investment in Fixed Assets	-	(5,047)	14	(5,047)
Investment in subsidiary company				
Investment in new project	(27,245)	-	(27,245)	-
Net cash provided by investing activities	(27,245)	(5,047)	(27,231)	(5,047)
FINANCING ACTIVITIES				
Loan from Parent Charity	-	-	-	-
Net cash provided by financing activities	-	-	-	-
Net cash increase/(decrease) for period	31,855	70,033	31,440	32,917
Cash at beginning of period	559,452	489,419	514,706	481,789
Cash at end of period	591,307	559,452	546,146	514,706

NOTES TO THE FINANCIAL STATEMENTS for the Year Ended 30 September 2023

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 2023

(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 2023

2 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
Donations	17,434	10,929	28,363	39,526
Legacies	96,000	-	96,000	1,000
	113,434	10,929	124,363	40,526

3 Income from Charitable Activities

	Unrestricted	Restricted	2023	2022
Advice for Life:				
Age UK	-	18,120	18,120	-
CE Sell Charitable Trust	-	-	-	25,000
Citizens Advice Westminster	-	55,769	55,769	72,375
City Bridge Trust	-	58,676	58,676	42,450
City of Westminster:	-	8,333	8,333	15,000
GambleAware	-	29,453	29,453	-
GLA Voter ID Awareness	-	20,000	20,000	-
London Income - Age UK	-	3,616	3,616	-
People's Postcode Trust	-	-	-	24,834
Thrive Tribe	-	300	300	-
Total For Advice for Life:	-	194,267	194,267	179,659
Embrace Our Community:				
Age UK	-	32,791	32,791	58,526
Amazon Smile	19	-	19	-
Bain & Company	790	-	790	-
Befriending Pilot	-	-	-	5,000
City of Westminster	-	23,892	23,892	30,366
Edward Harvist Trust	-	-	-	2,000
City of Westminster Char Trust	-	-	-	8,350
CNWL NHS Foundation Trust	-	76,586	76,586	74,994
DanceWest	-	1,320	1,320	-
Elise Pilkington Charitable Trust	-	8,500	8,500	-
French Huguenot Church of London	-	-	-	5,000
Garfield Weston	-	23,333	23,333	6,667
GIC	-	2,864	2,864	-
Good Things Foundation	-	138	138	3,060
Goodera	-	428	428	-
Howard de Walden Estate	-	13,750	13,750	20,000

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

Hyde Park Place Estate	-	-	-	5,000
IlliquidX Christmas Donation	-	1,000	1,000	1,000
Julia & Hans Rausing Trust	-	-	-	8,400
London Catalyst	-	-	-	2,500
London Community Foundation	-	10,000	10,000	10,000
Masonic Charitable Foundation	5,000	-	5,000	-
Mercers' Company	-	31,167	31,167	14,583
National Lottery :	-	9,964	9,964	-
National Lottery	-	-	-	9,740
Neighbourly	-	-	-	1,000
Newton Europe	-	216	216	-
NHS NW London	-	2,000	2,000	-
One Westminster	-	-	-	42,000
Open Age CAC	-	18,720	18,720	6,240
Paddington Charities, The	-	1,000	1,000	1,000
Percy Bilton Charity	-	-	-	4,697
Portman Foundation, The	-	5,000	5,000	-
Redevco Foundation	-	12,850	12,850	18,933
Robert McAlpine Foundation	-	10,000	10,000	-
QPCC	-	3,000	3,000	-
Strand Parish Trust	-	5,000	5,000	5,000
The Nagle Family Foundation	-	10,000	10,000	-
Swire Charitable Trusts	10,000	-	10,000	-
Tesco Groundworks	-	-	-	1,000
Ulverscroft Foundation	-	-	-	2,000
WAES	-	10,758	10,758	-
Wallacea Living	-	253	253	-
Wates Group Ltd	-	216	216	-
Westminster Almshouses	-	5,000	5,000	-
Westminster Amalgamated Charities	-	1,168	1,168	25,211
Westminster Foundation	-	-	-	3,612
WCGL (TFL)	-	2,500	2,500	-
WG Edwards	-	1,680	1,680	-
Total for Embrace Our Community:	15,809	325,094	340,903	375,879
Total for Charitable Activities	15,809	519,361	535,170	555,538

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

4 Investment Income

The group's investment income of £2,737 (2022: £65) arises from money held in interest bearing deposit accounts.

5 Cost of raising funds

	2023	2022
	£	£
Trading company expenditure (note 21)	107,011	94,161
Fundraising costs	23,392	15,226
	<u>130,403</u>	<u>109,387</u>

6 Analysis of expenditure on charitable activities

	Basis of	Advice For	Embrace	Support	Gov	Total	Total
Expense Classification	Allocation	Living	the	Costs	Costs	2023	2022
			Community				
Staff costs	Direct	223,819	347,177	-	67	571,063	463,862
Grants to individuals	Direct	-	1,707	-	-	1,707	5,675
Activities and events	Direct	1,521	18,689	-	27	20,237	19,207
Volunteer Costs	Direct	1,234	4,693	-	-	5,927	4,991
Premises	Floorspace	-	-	23,996	-	23,996	18,690
Communication and computers	Staff time	-	-	30,122	14	30,136	18,669
General office and staff costs	Usage	-	-	14,302	-	14,302	17,987
Other support costs	Usage	-	-	6,034	-	6,034	7,388
Audit	Direct	-	-	-	3,000	3,000	4,017
Fundraising	Direct	-	-	-	-	-	1,584
		226,574	372,266	74,454	3,108	676,402	562,070
Support Costs		28,170	46,284	(74,454)	-	-	-
Governance Costs		1,554	1,554	-	(3,108)	-	-
Total Expenditure (2023)		256,298	420,104	-	-	676,402	-
Total Expenditure (2022)		157,128	324,631	-	-	-	562,070

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

7 Total expenditure

	Staff Costs £	Depreciation £	Other Allocated Costs £	Total 2023 £	Total 2022 £
Cost of generating funds:					
Fundraising and publicity	23,392	-	-	23,392	15,226
Trading company expenditure	54,518	2,389	50,105	107,012	94,161
Charitable expenditure	541,519	1,566	130,209	673,294	557,991
Governance costs	-	-	3,107	3,107	4,079
Total resources expended	619,429	3,955	183,421	806,805	671,457

Of the total expenditure £207,965 (2022: £177,784) was unrestricted and £598,840 (2022: £493,673) was restricted.

8 Net income for the year:

	2023 £	2022 £
This is stated after charging:		
Auditors' remuneration		
Audit Fee	4,200	4,000
Depreciation on owned assets	3,955	4,852

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2022: £nil). No trustees were reimbursed expenses during the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

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

	2023 £	2022 £
Wages and Salaries	535,943	451,583
Social security costs: employer's national insurance	37,341	32,546
Employer's contribution to defined contribution pension schemes	38,345	30,872
Other staff costs	7,800	8,457
	619,429	523,458

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

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2023

The key management personnel of the charity are the trustees, the Chief Officer, Head of Services, the Business Development & Fundraising Manager, The community Service Manager and the Information and Advice Manager. The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2022: £nil). No trustees were reimbursed expenses during the year (2022: £NIL). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil). The total employee benefits including pension contributions of the 5 key management personnel in 2023 were £221,702 (2022: £134,280).

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:

	2023 Number	2022 Number
Charitable activities	16.90	13.90
Cost of raising funds (charity shop)	1.80	1.80
Management and administration of the charity	-	-
	<hr/>	<hr/>
Total	18.70	15.70
	<hr/>	<hr/>

10 Tangible fixed assets - Group

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 October 2022	28,584	16,977	45,561
Additions	-	-	-
Disposals	-	(3,600)	(3,600)
At 30 September 2023	<hr/> 28,584	<hr/> 13,377	<hr/> 41,961
Depreciation			
At 1 October 2022	20,888	13,462	34,350
Charge for year	2,389	1,566	3,955
Disposals	-	(3,600)	(3,600)
At 30 September 2023	<hr/> 23,277	<hr/> 11,428	<hr/> 34,705
Net book value at 30 September 2023	<hr/> 5,307	<hr/> 1,949	<hr/> 7,256
At 30 September 2022	7,696	3,515	11,211
	=====	=====	=====

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

11 Tangible fixed assets – Charity

	Computer Equipment £	Office Furniture £	Total £
Cost			
At 1 October 2022	12,984	1,637	14,621
Additions	-	-	-
Disposals	(3,600)	-	(3,600)
At 30 September 2023	9,384	1,637	11,021
Depreciation			
At 1 October 2022	9,483	1,637	11,120
Charge for year	1,566	-	1,566
Disposals	(3,600)	-	(3,600)
At 30 September 2023	7,449	1,637	9,086
Net book value at 30 September 2023	1,935	-	1,935
At 30 September 2022	3,515	-	3,515

12 Investments

	2023 £	2022 £
Charity:		
Shares in subsidiary trading company at cost	15,000	15,000
Investment in AGE UK power of Attorney scheme	27,245	-
Total	42,245	15,000

13 Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade debtors	3,894	25,336	3,894	25,334
Amount owed by subsidiary (Note 21)	-	-	8,142	7,074
Prepayments and other accrued income	-	319	-	319
	3,894	25,655	12,036	32,727

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

14 Creditors: amounts falling due within one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade creditors	4,323	13,018	4,814	13,869
Taxation and social security costs	10,735	9,247	10,735	9,247
Credit Cards	2,081	795	2,081	795
Accruals and deferred income	121,059	68,242	118,925	65,044
	<u>138,198</u>	<u>91,302</u>	<u>136,555</u>	<u>88,955</u>

15 Financial commitments

At 30 September 2023 the group has annual commitments under non-cancellable leases as follows:

	2023 Land and Buildings £	2022 Land and Buildings £
Lease payments due:		
In less than one year	33,000	38,280
In one to five years	141,000	153,120
In more than five years	72,000	-
	<u>246,000</u>	<u>191,400</u>
Total of commitments:		

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2023

16 Statement of funds 2023

	At 1 Oct 2022 £	Income £	Expenditure £	Transfers £	At 30 Sep 2023 £
General Reserve	356,499	31,980	(100,954)	(70,981)	216,544
Designated Reserve	-	100,000	-	-	100,000
Pension Reserve	-	-	-	-	-
Charity Total	356,499	131,980	(100,954)	(70,981)	316,544
Subsidiary	28,023	131,023	(107,011)	-	52,035
Total Unrestricted Funds	384,522	263,003	(207,965)	(70,981)	368,579
Restricted funds:					
Advice for life	9,069	194,267	(226,574)	23,238	-
Embrace our community	111,425	336,023	(372,266)	47,743	122,925
Total Restricted Funds	120,494	530,290	(598,840)	70,981	122,925
Total Funds	505,016	793,293	(806,805)	-	491,504

The General Reserve represents the free funds of the charity.

Designated Reserve has been created to ringfenced funds towards the creation of a community hub to house all our services in one building for the benefit of all our client.

The restricted funds balance as at 30 September 2023 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.

CBT – Supporting people going through extreme life event like bereavement, homelessness etc

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2023

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

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 2023 (2022: £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 2023

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 2023 are represented by:				
Tangible fixed assets	-	-	7,256	7,256
Investment	-	-	27,245	27,245
Current assets	122,925	-	472,276	595,201
Current liabilities	-	-	(138,198)	(138,198)
Total net assets	122,925	-	368,579	491,504

Analysis of group net assets between funds 2022

	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)
Total net assets	120,494	-	384,522	505,016

AGE UK WESTMINSTER

NOTES TO THE FINANCIAL STATEMENTS - continued for the Year Ended 30 September 2023

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 2023 the subsidiary company owes in addition £8,142 (2022: £7,074) on the inter-company account.

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

	Total 2023 £	Total 2022 £
Turnover	131,022	131,359
Cost of Sales	(1,133)	(1,628)
Gross Profit	<u>129,889</u>	<u>129,731</u>
Administrative expenses	(105,879)	(92,533)
Loan interest paid to parent company	-	-
Donation to parent company	-	-
Net Profit / (Loss)	<u>24,010</u>	<u>37,198</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

Funders

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

-)] Age UK
-)] Elise Pilkington Charitable Trust
-)] Sir Robert McAlpine Foundation
-)] Paddington Charities
-)] Queens Park Community Council
-)] Howard de Walden
-)] NHS NWL Winter Fund
-)] Westminster City Council
-)] Strand Parishes Trust
-)] City Bridge Trust
-)] The Swire Charitable Trust
-)] Groundworks
-)] Age UK /Emmanuel Hospital
-)] Lancaster Gate Ward Funding
-)] Westminster Almshouses
-)] Redevco
-)] The Charity of Sir Richard Whittington
-)] Vincent Square Ward Funding
-)] National Lottery - Awards for All
-)] WCC Community Priorities Funding
-)] The Nagle Family Foundation
-)] NHS Health Check EOI
-)] Garfield Weston
-)] Bayswater Ward Funding
-)] Portman Foundation
-)] Queens Park Ward Budget Funding
-)] French Huguenots Charitable Trust
-)] WG Edwards Charitable Foundation
-)] GLA Voter ID Awareness fund
-)] Central and NorthWest London NHS Foundation Trust
-)] Good Things Foundation
-)] London Marathon Charitable Trust
-)] Wates

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 30 September 2023

Organisations and corporates

These companies and organisations provided vital support to Age UK Westminster

Abbey Centre	
A2Dominion	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	Westminster Citizen Advice Bureau
Neighbourly	Prescribers
Newton Europe	
NG Bailey	
North Paddington Food Bank	
NSL	