

# AGE UK SURREY

England & Wales · Charity number 1036450

## Details

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|                |                                                                            |
|----------------|----------------------------------------------------------------------------|
| Other names    | AGE CONCERN SURREY, AGE CONCERN SURREY SERVICES, A C SURREY, AGE UK SURREY |
| Status         | Registered                                                                 |
| Legal form     | Charitable company                                                         |
| Company number | <a href="#">02803315</a>                                                   |
| Registered     | 1994-04-19                                                                 |
| Register       | <a href="#">View on the Charity Commission register</a>                    |

## Contact

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|         |                                                                                |
|---------|--------------------------------------------------------------------------------|
| Address | Chapel Lane<br>Godalming<br>Surrey<br>GU8 5EZ                                  |
| Phone   | 01483503414                                                                    |
| Email   | <a href="mailto:enquiries@ageuksurrey.org.uk">enquiries@ageuksurrey.org.uk</a> |
| Website | <a href="http://www.ageuk.org.uk/surrey">www.ageuk.org.uk/surrey</a>           |

## Activities

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**Objects:** TO PROMOTE THE RELIEF OF ELDERLY PEOPLE DISABLED PEOPLE AND THE RELIEF OF POVERTY IN THE PRESENT COUNTY OF SURREY AND THE HISTORICAL COUNTY OF SURREY PARTICULARLY BY THE PROVISION OF OR ASSISTING IN THE PROVISION OF A DOMESTIC HELP SERVICE

**Activities:** Age UK Surrey has been working closely with older people in the county since 1963. The Charity has developed services to meet the increasing demands of an ageing population, providing a Homehelp service, gardening, befriending, Shopmobility, Information & Advice and Healthy Living, and a computer Drop-in centre based in Guildford where older people learn IT skills.

## Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Amateur Sport, Recreation
- **Who:** Elderly/old People, People With Disabilities

## Geography

- **Area of benefit:** SURREY
- Surrey

## Finances

| Period end | Income     | Expenditure | Assets     | Employees |
|------------|------------|-------------|------------|-----------|
| 2025-03-31 | £2,383,834 | £1,908,103  | £2,235,455 | 55        |
| 2024-03-31 | £1,949,007 | £1,839,844  | £1,745,744 | 53        |
| 2023-03-31 | £1,361,478 | £1,980,062  | £1,630,322 | 55        |
| 2022-03-31 | £1,547,993 | £1,384,596  | £2,342,084 | 41        |
| 2021-03-31 | £1,434,832 | £1,039,182  | £2,175,716 | 37        |

## Trustees

| Name               | Role | Appointed  |
|--------------------|------|------------|
| Angela Boodoo      |      | 2024-02-15 |
| Janet Trowse MBE   |      | 2024-12-06 |
| Jason Paul Webster |      | 2022-05-31 |
| Laura Young        |      | 2026-04-29 |
| Pascal Wharton     |      | 2026-04-29 |
| Richard Mills      |      | 2024-08-24 |
| Stephen Avis       |      | 2023-08-23 |

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# Accounts

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Company registration number: 02803315  
Charity number: 1036450

TRUSTEES' REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2025

AGE UK SURREY  
(A Company Limited by  
Guarantee)

MENZIES  
BRIGHTER THINKING

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

### FOR THE YEAR ENDED 31 MARCH 2025

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|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trustees                                      | John Frederick Burbridge, Chair (resigned 31 July 2024)<br>Joy Susan Allen, Vice Chair (appointed Chair 31 July 2024)<br>Steven Roger Avis, Treasurer<br>Conrad Bennett (resigned 1 July 2025)<br>Angela Boodoo<br>Alexander James Ford (appointed 3 October 2024, resigned 30 June 2025)<br>Hamish Thomas Macdonald (resigned 19 May 2024)<br>Richard Stuart Mills (appointed 24 August 2024)<br>Janet Elizabeth Trowse (appointed 6 December 2024)<br>Sarah Wardle (resigned 31 July 2024)<br>Jason Paul Webster |
| Company Registered Number                     | 02803315                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Charity Registered Number                     | 1036450                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Principal Address and Registered Office       | The Clockhouse Community Centre<br>Chapel Lane<br>Milford<br>Surrey<br>GU8 5EZ                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Company Secretary                             | Lynne Oliver (appointed 2 April 2024, resigned 31 July 2024)                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Chief Executive Officer                       | Catherine Hodgson (appointed 5 June 2024)                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Chief Executive Officer and Company Secretary | Susan Zirps (resigned 2 April 2024)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Independent Auditors                          | Menzies LLP<br>Chartered Accountants<br>Magna House<br>18-32 London Road<br>Staines-Upon-Thames<br>TW18 4BP                                                                                                                                                                                                                                                                                                                                                                                                        |
| Bankers                                       | HSBC<br>12a North Street<br>Guildford<br>Surrey<br>GU1 4AF                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT

#### FOR THE YEAR ENDED 31 MARCH 2025

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The Trustees and Directors of Age UK Surrey present their Annual Report for the year ended 31st March 2025, together with the accounts for the Charity.

The accounts comply with the requirements of the Companies Act 2006, the Charities Act 2011, 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 2019).

#### **Objects of the Charity**

To support people living in and around Surrey to maximise their independence, wellbeing and quality of life in later years.

#### **Public Benefit**

Age UK Surrey has adopted charity objectives which focus on supporting older people to be independent and remain well for as long as possible. The Charity aims to work in co-operation with other organisations, statutory, commercial and voluntary, to support older people by providing a range of services. The Trustees confirm that they have given due consideration to the Charity Commission published Guidance on the operation of the Public Benefit requirement.

#### **Report from the Chair of Trustees**

This has been a year of significant change for Age UK Surrey. We fondly remember our late Chair, John Burbridge, who was passionate about our work and who passed away in late 2024. We also remember our colleague, Lynne Oliver, our much loved Head of Finance, who passed away during the year.

Joy Allen, our former Vice Chair, became Age UK Surrey's Chair and we have welcomed several new Trustees to our Board who have greatly enhanced our governance and strategic focus – Richard Mills, Janet Trowse and Alex Ford.

We also welcomed our new Chief Executive, Catherine Hodgson, who joined us during 2024 and a small number of new team members.

Our staff and volunteers have continued to deliver our services with skill, expertise and dedication – always placing our clients at the heart of our work.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### Key Achievements

We have:

- Maintained key partnerships and commissioned funding from local government including for our flagship Information and Advice Service, and the award winning Planning for Your Future project.
- Delivered our high quality core services providing vital support to older people and their families across our County.
- Strengthened our Board with additional skills in Strategy; HR/People; and Risk Management & Audit.
- Expanded our Dementia Support Services, beyond our Clockhouse Community Centre, with plans to provide support in multiple locations across Surrey.
- Taken a lead role in the local NHS system's focus on Frailty and Older Persons as Joint Lead with Action for Carers Surrey as part of the development of the Surrey Frailty Framework led by NHS Surrey Heartlands ICB. We are also the Surrey Voluntary, Community and Social Enterprise (VCSE) Alliance Portfolio Lead for Older People.
- Restructured parts of our operational and Senior Management teams to increase our effectiveness and strengthen our reporting lines.
- Strengthened our relationships with other charities and sought opportunities for collaboration and partnership.
- Formulated a new Organisational Strategy for 2025-2028.
- Maintained the Age UK Charity Quality Standard (CQS). Our Information and Advice Service also holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

#### Partnerships

We thank our supporters, donors and partners most gratefully for their continuing trust and confidence.

Our thanks to Surrey County Council for their continued funding for both our Information and Advice Service and, also, for the delivery of the Planning for Your Future Project which provides information and guidance to older people on remaining independent and well for as long as possible. We also thank Spelthorne Borough Council for their support.

#### About Us

Our values are at the centre of our work – we believe in being compassionate, creative and collaborative in all we do.

We joined the Age UK Network in 2016 but remain a proudly independent and expert organisation with a strong reputation for providing vital support to older people, and their families, right across Surrey.

We have an experienced staff team of more than 50 and an active volunteer team of 360, out of a total of more than 450 currently registered, and a strong local presence across Surrey. Our services are delivered from our Clockhouse Community Centre in Milford, and also from Guildford, Ash, Caterham and other locations in Tandridge, Surrey Heath and Waverley.

Since 2022 we have operated a portfolio of three retail shops in Haslemere, Lingfield and Esher which enable us to engage with local communities, fundraise and provide volunteering opportunities for local people.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### **Our Current Services**

The charity sector has experienced a number of key challenges during 2024/25 particularly with regard to raising income – both statutory and voluntary, as well as a number of national policy decisions such as increased employer's national insurance and the ongoing effects of the cost of living crisis. Age UK Surrey's clients have also been affected by the decision to change the eligibility for Winter Fuel Payments (now partially reversed).

We are extremely proud of the wide breadth of our services:

#### ***Help at Home Service***

Our Help at Home Service is one of our flagship services ensuring that older people benefit from a wide range of domestic services such as cleaning, laundry, cooking, shopping and dog walking from carefully matched Home Helps. The service helps ensure that older people can continue to live independently in their own homes. A total of **504** Home Helps provided services to **963** clients during 2023/24.

#### ***Information and Advice Service***

An important and frontline service yielding **2,530** enquiries from the public of which **28%** during 2024/25 were health and care related, with a further 23% relating to benefits for older people, resulting in over **£1.7m** of extra money being claimed.

A small team of specialist and dedicated volunteers support the service.

As already outlined, core funding for this service is provided by Surrey County Council and Spelthorne Borough Council. Age UK also provides some funding through occasional grants such as Warm Homes funding. The Team also distributes funds from the Household Support Fund (HSF).

The I & A Team has delivered the award winning 'Planning for Your Future' project delivered in partnership with Surrey County Council.

#### ***Befriending***

This adaptable service provides vital support to lonely and isolated older people, many of whom are housebound, with telephone and/or home visits befriending and companionship.

**180** volunteer telephone and home visits befrienders have been active during the year and **200** clients have been supported by volunteers and our Co-ordinator. We received **155** telephone/befriending referrals in 2024/25.

The service continues to support existing home visiting clients.

#### ***Clockhouse Community Centre***

We have continued to build our wide-ranging portfolio of activities and services at our flagship community centre for older people, and its café continues to bring together multi-generational visitors to meet and spend time together – in the heart of its local community.

The number of people accessing our 10 to 3 Club, a paid for day service which provides activities and lunch for our most vulnerable clients, has increased. We also provide MCST (NICE approved Maintenance Cognitive Stimulation Therapy) – an interactive programme to stimulate people with dementia. Other services and activities include Better Balance, yoga, hairdressing, choir, bridge club and art classes. Under our new Clockhouse Manager we have ambitions to further develop the Centre and its work.

The Centre has **400** regular weekly clients attending the services and activities with an estimated number of attendances a year of **19,200**.

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# AGE UK SURREY

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2025

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#### ***Gardening Service***

The Gardening Service is a popular and growing service providing grass cutting, weeding and pruning. A total of **142** clients received a gardening service from **93** registered gardeners in 2024/25. We have recruited an experienced Co-ordinator for the Gardening Service and have plans and ambitions to extend its work.

#### ***Retail***

We are proud of our three retail shops which are now in their third year of operation and are contributing strongly to our income. Our shops are currently located in Lingfield, Esher and Haslemere and all contribute to raising our profile and knowledge of our work.

We have a new Retail Strategy which will focus on increasing our shops' engagement with local communities and on providing volunteer opportunities.

#### ***Shopmobility***

The Charity manages an award winning Shopmobility Service on behalf of Guildford Borough Council.

The service rents scooters and powered wheelchairs to people aged 18+ and offers a 6-month and 12-month membership as well as single usage. During 2024/25 an average of **42** people used the service every month. A total of **1,285** trips were made in the year and the service saw **99** new users.

#### ***Men in Sheds***

The Men in Sheds Project, based at the campus of Merrist Wood College in Woking, provides a welcoming venue for men to come together to make new friends and learn woodworking skills.

During 2024/25 there were **336** sessions and up to **30** Sheddies attended The Shed every week.

#### ***GO50 Walks***

GO50 provides regular exercise for older people through an ongoing programme of walks of varying lengths and difficulty.

There are **8** volunteer walk leaders and of **447** registered walking clients. **187** regular clients have participated in walks multiple times during the year with **1,117** participations overall. There were **147** walks through beautiful Surrey landscapes and local communities with nearly 200 people taking part (with some people taking part in several walks including shorter weekly health walks). Participant walkers donated over **£3,000** during the year.

#### ***Tea and Chat/Café Culture***

Another important project which seeks to bring people together in their local communities with **18** volunteers leading a programme of regular tea and chat activity sessions across Tandridge and Waverley Boroughs with **50** regular clients.

#### ***Tech Support***

A team of **10** volunteers provide tech support offering advice and tuition on laptops, ipads, iphones or other forms of tech from a base in Guildford, and also, from our Clockhouse Community Centre. The Team also conducts home visits if clients have mobility issues.

The service supported **75** clients during 2024/25.

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# AGE UK SURREY

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### Strategic Direction

We want to be the leading provider of support services and advice to older people across Surrey. Our previous Strategy set out the following aims:

- We will put older people at the heart of everything we do.
- We will extend our reach to connect with more older people and professionals.
- We will further develop community support to improve older people's wellbeing.
- We will further develop services to keep people independent at home for as long as possible.
- We will strive for operational excellence and financial sustainability.

We recognise that there are a number of barriers to good health and independence for older people in our County such as poverty (including fuel poverty and the challenges of Winter), unclaimed benefits, health inequalities and pockets of deprivation, loneliness and isolation, dementia, high costs of care (both domiciliary and residential) and South East housing costs, particularly for rental properties, and digital exclusion which impacts on so many aspects of life. We are determined to provide support on as many of those issues as possible.

**We have a new Strategy for the next three years which aims to reach more older people and their families who need our support.**

We want to strengthen our reputation as an expert organisation – to be the go to organisation for older people – and our ability to demonstrate the impact and value of our work.

We want to maintain our current core services and develop more paid for and responsive services which will help us to strengthen our financial resilience. We have already commenced the expansion of our dementia support services and we want to further develop our Help at Home and Gardening Services.

We will support and develop our staff and volunteer team. We want to retain our talented team and the array of expertise and knowledge that they contribute to our work.

#### Financial Review

We are reporting on a 12 month period, 1st April 2024 to 31st March 2025. Gross income of £2,383,834 was achieved (2024: £1,944,070).

Resources expended in the period were £1,908,103 (2024: £1,839,844).

#### Reserves Policy

It is the policy of the Board to build sufficient unrestricted reserves to cover six months of expenditure. The Trustees have no plans to seek borrowings from any source. The £1,146,857 of unrestricted free reserves (unrestricted reserves less any tied up in tangible fixed assets) is available to help meet the Charity's running costs and charitable activities.

This level of funds is sufficient to cover six months of expenditure (assuming a return to normal staffing and activity levels).

A key objective of the Trustees is to ensure the Charity has adequate funding to safeguard its daily activities and meet its financial obligations and commitments.

The Trustees are aware of the constant need to secure funding for future years.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### Income Generation

We have a new Income Generation Strategy for 2025-2028 which aims to diversify our income as far as possible and end a traditional over reliance on legacies. We aim to engage with corporate partners, major donors and multi-generational supporters and we will also strengthen our Income Team.

We would like to thank our funders who have supported our work during the year:

- Chiddingfold District Council
- Community Foundation for Surrey
- Age UK
- Milford and Witley Parish Council
- St. Peter's Charity, Woking
- Surrey County Council – Accelerator Reform Fund (ARF)
- Spelthorne Borough Council
- Spacehive
- Sparks Fund – Voluntary Action North Surrey and Voluntary Action South West Surrey

Age UK Surrey adheres to the highest standards of practice in all aspects of our income generation and we follow the Code of Fundraising Practice and are registered with the Fundraising Regulator. As a charity supporting older, and vulnerable, people and their families we are focused on ensuring that our community fundraising, our fundraising communications and our interactions with supporters adhere to the ethical standards of the Fundraising Regulator and that potentially vulnerable donors are handled sensitively and appropriately.

Further, Age UK Surrey is fully compliant with all current GDPR regulations. We did not receive any fundraising complaints during the year. We maintain records of all financial transactions and monitor all fundraising activities via our Salesforce Database. Later in 2025 we plan to introduce new KPIs to further enhance our data collection. We carry out all fundraising in-house and do not use third-parties to carry out fundraising.

We are immensely grateful to our supporters and donors and for the support of all those who remember us with a bequest in their will and with gifts in memory.

#### Going Concern

Accounting standards require the Trustees to consider the appropriateness of the going concern basis when preparing the financial statements. The Trustees confirm that they consider the going concern basis remains appropriate. The Trustees regard the going concern basis as remaining appropriate as the company has adequate resources to continue in operational existence for the foreseeable future.

#### Structure, Governance and Management

Age UK Surrey is a Registered Charity with the registered number: 1036450. It is a Company, number 2803315, limited by guarantee.

We are governed by our Memorandum and Articles of Association. The Trustees who served during the period are listed in this report. The directors of the company, who are also charity Trustees for the purposes of charity law, form the Board of Trustees. Two of the Trustees serve voluntarily as Chair and Treasurer respectively.

The Board met on a quarterly basis during 2024/25. One Trustee is appointed as Chair and staff are invited to provide operational reports.

The number of members of the Board shall never be less than three. For an ordinary meeting to be quorate one quarter or three of the Trustees, whichever is greater, must be present. For the Annual General Meeting to be quorate 50% of Trustees must be present, either in person or by proxy.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2025

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The Charity has kept under review the skills and experience of its Trustees to provide leadership and strategic direction. Prospective Trustees are interviewed by the Chair and CEO and declare any conflicts of interest at every Board Meeting. No person is appointed to serve as a Trustee unless recommended by the existing Trustees. New Trustees are introduced to the Board and briefed as necessary in all aspects of Age UK Surrey's objectives and policies.

Trustees complete mandatory training and follow the requirements and guidelines set down by the Charity Commission. An Induction Pack is provided and new Trustees are assigned a Trustee who will act as a Buddy and are encouraged to visit frontline services and meet the Team.

During 2025 we will focus on recruiting a Trustee with specific experience of Income Generation. We will also prioritise the further diversification of our Board.

The Chief Executive is responsible for ensuring that the delivery and standards of the service meet the strategic objectives and standards of governance set out by the Board of Trustees. She is supported by an experienced Senior Management Team.

#### **Equality, Diversity and Inclusion**

We are very proud of our diverse team which represents a broad range of ethnicity and heritage. Age UK Surrey is committed to promoting equality and diversity and a culture that actively values difference and recognises that a diverse team contributes to our aim of making our services inclusive and accessible to people from all sections of our community.

We ensure that people are treated fairly, regardless of age, disability, gender, marriage/civil partnership, sex, pregnancy and maternity, race, religion, sexual orientation, socio-economic background, or any other distinction.

We promote diversity and equality as well as valuing the contributions made by individuals and groups of people from diverse cultural, ethnic, socio-economic and distinctive backgrounds.

We will challenge inequality and less favourable treatment whenever we encounter it.

We will adhere to the advice of Charity So White, Show the Salary and other campaigning groups focusing on diversity and inclusion across the charity sector.

We will never offer unpaid internships and we will not require a degree as a prerequisite for any paid or volunteer positions.

#### **Safeguarding**

The Charity maintains a current Safeguarding Policy which is reviewed on an annual basis. Our Head of Information and Advice also acts as our Safeguarding Officer. Safeguarding Reports are submitted to the Board of Trustees on a quarterly basis and to the Senior Management Team on a monthly basis. Our Team receive Safeguarding Training.

#### **Risk Management**

The Board of Trustees are ultimately responsible for the implementation of controls and procedures throughout the Charity to minimise external and internal risk and ensure the quality and integrity of our services.

Age UK Surrey has a current Risk Register which is regularly reviewed and is presented for discussion at each Board Meeting. The Register maintains an overview of probability and the impact of risks occurring and of residual risk with mitigations.

Age UK Surrey constantly monitors all areas of potential risk. The following are identified as areas of particular risk and all have mitigation strategies in place:

- Obtaining sufficient and diversified voluntary and statutory funding to provide for the continuation of our service delivery.
- Recruiting and retaining sufficient levels of skilled staff.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2025

Following a detailed review of our income streams and tax obligations, we have identified a potential historic VAT liability relating to our Help at Home Service. Age UK Surrey has always operated this service on the understanding that it was fully compliant with all statutory and regulatory requirements and that it was not subject to VAT. We are now actively seeking professional advice to clarify the tax position and are taking appropriate steps to manage the risk, including changes to our service model.

#### Trustees' Responsibilities in Relation to the Financial Statements

The Trustees (who are also Directors of Age UK Surrey for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group. This includes incoming resources and application of resources including income and expenditure of the charitable group for the period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (Statement of Recommended Practice).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity and group will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the accounts comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with Charity Law.

In accordance with Company Law, as the Company's Directors, we certify that so far as each of the Directors is aware:

- there is no relevant audit information of which the Charity's Auditor is unaware and
- they have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the Charity's Auditor is aware of this information.

#### Auditor

Each of the persons who is a Trustee at the date of approval of this report confirms that:

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

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Joy Allen  
Chair  
Date:

Signed by:  
  
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23-Sep-2025

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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**MENZIES**  
BRIGHTER THINKING

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## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

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### Opinion

We have audited the financial statements of Age UK Surrey (the 'charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including 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 and the Charities Act 2011.

### 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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 Trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Opinion on other matters prescribed by the Companies Act 2006**

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

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

#### **Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of 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 the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Auditors' 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 Auditors' 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 is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management and those responsible for legal and compliance procedures. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; posting of fraudulent journal entries, authorisation, processing, and payment of fraudulent expenses and timing of revenue recognition.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

*Janice Matthews*

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**Janice Matthews FCA (Senior Statutory Auditor)**

for and on behalf of

**Menzies LLP**

Chartered Accountants

Statutory Auditor

Magna House

18-32 London Road

Staines-Upon-Thames

TW18 4BP

Date: 23-Sep-2025

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

|                                                                     | Note | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|---------------------------------------------------------------------|------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                                                 |      |                                    |                                  |                             |                             |
| Donations and legacies                                              | 3    | 961,907                            | 67,043                           | 1,028,950                   | 723,727                     |
| Charitable activities                                               | 4    | 1,037,340                          | 292,735                          | 1,330,075                   | 1,200,209                   |
| Other trading activities                                            | 5    | 8,855                              | -                                | 8,855                       | 4,937                       |
| Investments                                                         |      | 15,954                             | -                                | 15,954                      | 15,197                      |
| <b>Total income</b>                                                 |      | <b>2,024,056</b>                   | <b>359,778</b>                   | <b>2,383,834</b>            | <b>1,944,070</b>            |
| <b>Expenditure on:</b>                                              |      |                                    |                                  |                             |                             |
| Raising funds                                                       | 6    | 183,594                            | -                                | 183,594                     | 182,339                     |
| Charitable activities                                               | 7    | 1,193,764                          | 530,745                          | 1,724,509                   | 1,657,505                   |
| <b>Total expenditure</b>                                            |      | <b>1,377,358</b>                   | <b>530,745</b>                   | <b>1,908,103</b>            | <b>1,839,844</b>            |
| <b>Net income/(expenditure) before net gains on investments</b>     |      | <b>646,698</b>                     | <b>(170,967)</b>                 | <b>475,731</b>              | <b>104,226</b>              |
| Net gains on investments                                            |      | 685                                | -                                | 685                         | 11,196                      |
| <b>Net income/(expenditure)</b>                                     |      | <b>647,383</b>                     | <b>(170,967)</b>                 | <b>476,416</b>              | <b>115,422</b>              |
| Transfers between funds                                             | 19   | (167,573)                          | 167,573                          | -                           | -                           |
| <b>Net movement in funds before other recognised gains/(losses)</b> |      | <b>479,810</b>                     | <b>(3,394)</b>                   | <b>476,416</b>              | <b>115,422</b>              |
| <b>Other recognised gains/(losses):</b>                             |      |                                    |                                  |                             |                             |
| Other gains                                                         |      | 13,295                             | -                                | 13,295                      | -                           |
| <b>Net movement in funds</b>                                        |      | <b>493,105</b>                     | <b>(3,394)</b>                   | <b>489,711</b>              | <b>115,422</b>              |
| <b>Reconciliation of funds:</b>                                     |      |                                    |                                  |                             |                             |
| Total funds brought forward                                         |      | 1,211,476                          | 534,268                          | 1,745,744                   | 1,630,322                   |
| Net movement in funds                                               |      | 493,105                            | (3,394)                          | 489,711                     | 115,422                     |
| <b>Total funds carried forward</b>                                  |      | <b>1,704,581</b>                   | <b>530,874</b>                   | <b>2,235,455</b>            | <b>1,745,744</b>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

### BALANCE SHEET

#### AS AT 31 MARCH 2025

|                                                | Note | 2025<br>£        | 2024<br>£        |
|------------------------------------------------|------|------------------|------------------|
| <b>Fixed assets</b>                            |      |                  |                  |
| Tangible assets                                | 14   | 630,874          | 711,659          |
| Investments                                    | 15   | 478,919          | 578,234          |
|                                                |      | <u>1,109,793</u> | <u>1,289,893</u> |
| <b>Current assets</b>                          |      |                  |                  |
| Stocks                                         |      | 1,550            | 1,550            |
| Debtors                                        | 16   | 1,090,336        | 414,321          |
| Cash at bank and in hand                       |      | 133,324          | 152,889          |
|                                                |      | <u>1,225,210</u> | <u>568,760</u>   |
| <b>Current liabilities</b>                     |      |                  |                  |
| Creditors: amounts falling due within one year | 17   | (89,548)         | (102,909)        |
|                                                |      | <u>1,135,662</u> | <u>465,851</u>   |
| <b>Net current assets</b>                      |      |                  |                  |
|                                                |      | <u>2,245,455</u> | <u>1,755,744</u> |
| <b>Total assets less current liabilities</b>   |      |                  |                  |
| Provisions for liabilities                     |      | (10,000)         | (10,000)         |
|                                                |      | <u>2,235,455</u> | <u>1,745,744</u> |
| <b>Total net assets</b>                        |      |                  |                  |
|                                                |      | <u>2,235,455</u> | <u>1,745,744</u> |
| <b>Charity funds</b>                           |      |                  |                  |
| Restricted funds                               | 19   | 530,874          | 534,268          |
| Unrestricted funds                             | 19   | 1,704,581        | 1,211,476        |
|                                                |      | <u>2,235,455</u> | <u>1,745,744</u> |
| <b>Total funds</b>                             |      |                  |                  |
|                                                |      | <u>2,235,455</u> | <u>1,745,744</u> |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### BALANCE SHEET (CONTINUED)

### AS AT 31 MARCH 2025

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The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:  
  
3B193ADA13B8411...

.....  
**Joy Allen**  
Chair

Date: 23-Sep-2025

The notes on pages 18 to 39 form part of these financial statements.

AGE UK SURREY  
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2025

|                                                                   | 2025<br>£                 | 2024<br>£                  |
|-------------------------------------------------------------------|---------------------------|----------------------------|
| <strong>Cash flows from operating activities</strong>             |                           |                            |
| Net cash used in operating activities                             | (136,543)                 | (202,260)                  |
| <strong>Cash flows from investing activities</strong>             |                           |                            |
| Dividends, interests and rents from investments                   | 15,954                    | 15,197                     |
| Additions of tangible fixed assets                                | (17,476)                  | (27,534)                   |
| Proceeds from sale of fixed assets                                | 18,500                    | -                          |
| Proceeds from sale of investments                                 | 100,000                   | 100,000                    |
| <strong>Net cash provided by investing activities</strong>        | <strong>116,978</strong>  | <strong>87,663</strong>    |
| <strong>Change in cash and cash equivalents in the year</strong>  | <strong>(19,565)</strong> | <strong>(114,597)</strong> |
| Cash and cash equivalents at the beginning of the year            | 152,889                   | 267,486                    |
| <strong>Cash and cash equivalents at the end of the year</strong> | <strong>133,324</strong>  | <strong>152,889</strong>   |

The notes on pages 18 to 39 form part of these financial statements

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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#### 1. General information

Age UK Surrey is a private charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address (and principal place of business) is The Clockhouse Community Centre, Chapel Lane, Milford, Surrey, GU8 5EZ.

#### 2. Accounting policies

##### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Surrey 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.

##### 2.2 Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having considered the charity's income streams and costs, 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 or to the ability of the group to continue in operation.

##### 2.3 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.

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 measured reliably 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.

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 of the provision of a specified service is deferred until the criteria for income recognition are met.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS

#### FOR THE YEAR ENDED 31 MARCH 2025

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## 2. Accounting policies (continued)

### 2.4 Expenditure

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 relate to the costs incurred by the charity 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 delivering services to further the purposes of the charity and their associated support costs

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

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

### 2.5 Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

### 2.6 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 institution with whom the funds are deposited.

### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 2. Accounting policies (continued)

##### 2.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

The estimated useful lives are as follows:

|                              |                             |
|------------------------------|-----------------------------|
| Freehold buildings           | - 34 years                  |
| Long-term leasehold property | - 9 years                   |
| Property improvements        | - 3 - 5 years straight line |
| Motor vehicles               | - 4 years straight line     |
| Fixtures and fittings        | - over lease term           |
| Office equipment             | - 25% straight line         |
| Computer equipment           | - 3 years straight line     |
| Other fixed assets           | - 25% straight line         |

##### 2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Gains (or losses) on sales of investments during the period, calculated as the sale proceeds less the market value at the start of the period or cost, if later, are credited (or debited) to the statement of comprehensive income. Unrealised gains (or losses) arising in the period are credited (or debited) to the statement of comprehensive income.

The reported surplus (or deficit) on ordinary activities is adjusted for the realisation of prior period gains (or losses) on investments to arrive at the historical cost surplus (or deficit) for the period.

Investments in subsidiaries are valued at cost less provision for impairment.

##### 2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

##### 2.10 Debtors

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

##### 2.11 Liabilities

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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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#### 2. Accounting policies (continued)

##### 2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### 2.13 Operating leases

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

##### 2.14 Pensions

The charity operates a defined contribution scheme for the benefit of certain employees. The costs of the contributions are expensed to the Statement of Financial Activities (SOFA) in the year they are payable.

##### 2.15 Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

3. Income from donations and legacies

|                   | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|-------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Grants            |                                    |                                  |                             |                             |
| Grants            | 7,500                              | 41,123                           | 48,623                      | 76,110                      |
| Charitable Trusts | -                                  | 25,920                           | 25,920                      | 111,749                     |
| Total grants      | 7,500                              | 67,043                           | 74,543                      | 187,859                     |
| Donations         | 71,090                             | -                                | 71,090                      | 162,679                     |
| Legacies          | 878,958                            | -                                | 878,958                     | 367,069                     |
| Sundry income     | 4,359                              | -                                | 4,359                       | 6,120                       |
| Subtotal          | 954,407                            | -                                | 954,407                     | 535,868                     |
|                   | 961,907                            | 67,043                           | 1,028,950                   | 723,727                     |
| Total 2024        | 546,618                            | 177,109                          | 723,727                     |                             |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

4. Income from charitable activities

|                                                                                                                                   | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities in the County and charitable trusts | -                                  | 292,735                          | 292,735                     | 235,749                     |
| Services provided to clients - Retail                                                                                             | 386,574                            | -                                | 386,574                     | 406,462                     |
| Services provided to clients - Clockhouse                                                                                         | 286,300                            | -                                | 286,300                     | 193,514                     |
| Services provided to clients - Help at Home                                                                                       | 364,466                            | -                                | 364,466                     | 364,484                     |
| <b>Total 2025</b>                                                                                                                 | <b>1,037,340</b>                   | <b>292,735</b>                   | <b>1,330,075</b>            | <b>1,200,209</b>            |
| <i>Total 2024</i>                                                                                                                 | <i>964,460</i>                     | <i>235,749</i>                   | <i>1,200,209</i>            |                             |

5. Income from other trading activities

Income from non charitable trading activities

|                                | Unrestricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|--------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Events donations & merchandise | 6,989                              | 6,989                       | 4,937                       |
| Sundry income                  | 1,866                              | 1,866                       | -                           |
|                                | 8,855                              | 8,855                       | 4,937                       |
| <i>Total 2024</i>              | <i>4,937</i>                       | <i>4,937</i>                |                             |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

6. Expenditure on raising funds

Costs of raising voluntary income

|                                  | Unrestricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Rent & rates, utilities          | 2,639                              | 2,639                       | 2,305                       |
| Premises                         | 562                                | 562                         | 401                         |
| Advertising and marketing        | 19,018                             | 19,018                      | 24,414                      |
| Subscriptions                    | 2,286                              | 2,286                       | 993                         |
| Other costs                      | 1,939                              | 1,939                       | 2,333                       |
| Insurance                        | 2,751                              | 2,751                       | 2,868                       |
| Recruitment fees                 | (217)                              | (217)                       | 1,290                       |
| Staff welfare                    | 688                                | 688                         | 1,126                       |
| Computer and software            | 6,286                              | 6,286                       | 6,681                       |
| Printing, postage and stationery | 2,691                              | 2,691                       | 1,305                       |
| Staff costs                      | 98,578                             | 98,578                      | 91,957                      |
| Depreciation                     | 6,235                              | 6,235                       | 6,544                       |
| Support costs                    | 40,138                             | 40,138                      | 40,122                      |
|                                  | 183,594                            | 183,594                     | 182,339                     |
| Total 2024                       | 182,339                            | 182,339                     |                             |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

7. Analysis of expenditure on charitable activities

Summary by fund type

|                          | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>2025<br>£ | Total<br>2024<br>£ |
|--------------------------|------------------------------------|----------------------------------|--------------------|--------------------|
| Services to older people | 1,193,764                          | 530,745                          | 1,724,509          | 1,657,505          |
| Total 2024               | 1,075,345                          | 582,160                          | 1,657,505          |                    |

8. Analysis of expenditure by activities

|                          | Activities<br>undertaken<br>directly<br>2025<br>£ | Support<br>costs<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|--------------------------|---------------------------------------------------|-------------------------------|-----------------------------|-----------------------------|
| Services to older people | 1,321,160                                         | 403,349                       | 1,724,509                   | 1,657,505                   |
| Total 2024               | 1,239,321                                         | 418,184                       | 1,657,505                   |                             |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

|                                  | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|----------------------------------|-----------------------------|-----------------------------|
| Staff costs                      | 918,688                     | 828,145                     |
| Depreciation                     | 83,750                      | 87,907                      |
| Rent & rates, utilities          | 112,406                     | 98,198                      |
| Premises                         | 24,715                      | 17,665                      |
| Advertising and marketing        | 3,623                       | 4,434                       |
| Activities and Events            | 8,364                       | 5,586                       |
| Bank charges                     | 1,770                       | 1,858                       |
| Computer and software            | 12,572                      | 13,265                      |
| Insurance                        | 10,715                      | 11,167                      |
| Food                             | 45,061                      | 45,092                      |
| Other costs                      | 30,467                      | 25,711                      |
| Printing, postage and stationery | 24,216                      | 11,748                      |
| Recruitment fees                 | (3,252)                     | 19,352                      |
| Staff welfare                    | 2,065                       | 3,110                       |
| Subscriptions                    | 6,859                       | 2,979                       |
| Telephone                        | 16,848                      | 26,875                      |
| Training, meetings & conferences | 3,730                       | 6,960                       |
| Travel                           | 14,001                      | 15,474                      |
| Subsidy Home Helps               | 3,080                       | 4,316                       |
| Consultancy                      | 425                         | 3,252                       |
| Company vehicle                  | 1,057                       | 6,227                       |
|                                  | 1,321,160                   | 1,239,321                   |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of expenditure by activities (continued)

Analysis of support costs

|                                                   | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|---------------------------------------------------|-----------------------------|-----------------------------|
| Staff costs                                       | 351,867                     | 357,079                     |
| Depreciation                                      | 3,071                       | 3,223                       |
| Rent & rates, utilities                           | 13,193                      | 11,526                      |
| Premises                                          | 2,808                       | 2,007                       |
| Activities and Events                             | 2,641                       | 1,648                       |
| Bank charges                                      | 1,770                       | 1,760                       |
| Computer and software                             | 44,001                      | 46,768                      |
| Legal and professional                            | 24,315                      | 23,365                      |
| Other costs                                       | -                           | 4,643                       |
| Recruitment fees                                  | (867)                       | 5,161                       |
| Staff welfare                                     | 688                         | 1,126                       |
| Support costs allocated to fundraising activities | (40,138)                    | (40,122)                    |
| Total 2025                                        | 403,349                     | 418,184                     |

Governance incurred costs during the year were £24,315 (2024 - £23,365).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 9. Expenditure on charitable activities: Services to older people

|                                                      | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ | Total<br>funds<br>2024<br>£ |
|------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>The cost of these programmes are noted below:</b> |                                    |                                  |                             |                             |
| Information and advice                               | 53,285                             | 352,655                          | <b>405,940</b>              | 386,380                     |
| Shopmobility                                         | 2,730                              | 58,904                           | <b>61,634</b>               | 56,724                      |
| Making Connections Runnymede & Spelthorne            | 4,001                              | 42,304                           | <b>46,305</b>               | 45,241                      |
| Guildford Computer Drop in Centre                    | 63                                 | 520                              | <b>583</b>                  | 2,171                       |
| Hospital Activities Farnham                          | 1,595                              | 5,074                            | <b>6,669</b>                | 5,500                       |
| Clockhouse Transport                                 | 5,550                              | -                                | <b>5,550</b>                | -                           |
| Clockhouse 10-3 Club                                 | 129,720                            | -                                | <b>129,720</b>              | -                           |
| Clockhouse Central                                   | 155,162                            | 25,679                           | <b>180,841</b>              | 210,606                     |
| Clockhouse Activities                                | 63                                 | 12,297                           | <b>12,360</b>               | 72,106                      |
| Tea & Chat                                           | 123                                | 296                              | <b>419</b>                  | 680                         |
| Clockhouse Café                                      | 140,873                            | 13,127                           | <b>154,000</b>              | 126,287                     |
| Go50                                                 | 1,331                              | -                                | <b>1,331</b>                | -                           |
| Men in Sheds                                         | 8,487                              | 19,889                           | <b>28,376</b>               | 30,525                      |
| Help at Home                                         | 249,447                            | -                                | <b>249,447</b>              | 254,602                     |
| Retail                                               | 310,555                            | -                                | <b>310,555</b>              | 321,309                     |
| Lasting Power of Atourney                            | 39,045                             | -                                | <b>39,045</b>               | 40,952                      |
| Governance                                           | 40,138                             | -                                | <b>40,138</b>               | 40,122                      |
| Fundraising                                          | 51,596                             | -                                | <b>51,596</b>               | 64,300                      |
|                                                      | <u>1,193,764</u>                   | <u>530,745</u>                   | <u><b>1,724,509</b></u>     | <u>1,657,505</u>            |
| <i>Total 2024</i>                                    | <u><u>1,075,345</u></u>            | <u><u>582,160</u></u>            | <u><u>1,657,505</u></u>     |                             |

#### 10. Auditors' remuneration

|                                                                                      | 2025<br>£     | 2024<br>£ |
|--------------------------------------------------------------------------------------|---------------|-----------|
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | <b>13,500</b> | 11,740    |
| Fees payable to the Charity's auditor in respect of:                                 |               |           |
| All non-audit services not included above                                            | <b>2,700</b>  | 2,350     |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

11. Staff costs

|                                                      | 2025<br>£        | 2024<br>£        |
|------------------------------------------------------|------------------|------------------|
| Wages and salaries                                   | 1,232,039        | 1,151,985        |
| Social security costs                                | 104,457          | 86,461           |
| Contribution to defined contribution pension schemes | 32,637           | 38,735           |
|                                                      | <u>1,369,133</u> | <u>1,277,181</u> |

The average number of persons employed by the Charity during the year was as follows:

|                                        | 2025<br>No. | 2024<br>No. |
|----------------------------------------|-------------|-------------|
| Direct charitable                      | 51          | 49          |
| Management, administration and support | 4           | 4           |
|                                        | <u>55</u>   | <u>53</u>   |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | 2025<br>No. | 2024<br>No. |
|-------------------------------|-------------|-------------|
| In the band £60,001 - £70,000 | -           | 1           |

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £176,421 (2024: £196,580).

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, expenses totalling £521 were reimbursed or paid directly to 2 Trustees (2024 -£535 to 3 Trustees for travel and subsistence costs).

13. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary gift aids available profits to the parent charity. Its charge to corporation tax in the year was £nil (2024: £nil).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 14. Tangible fixed assets

|                          | Freehold<br>property<br>£ | Long-term<br>leasehold<br>property<br>£ | Property<br>Improvements<br>£ | Motor<br>vehicles<br>£ | Fixtures and<br>fittings<br>£ | Computer<br>equipment<br>£ | Other fixed<br>assets<br>£ | Total<br>£ |
|--------------------------|---------------------------|-----------------------------------------|-------------------------------|------------------------|-------------------------------|----------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                           |                                         |                               |                        |                               |                            |                            |            |
| At 1 April 2024          | 501,876                   | 20,627                                  | 296,024                       | 10,939                 | 13,571                        | 52,782                     | 38,833                     | 934,652    |
| Additions                | -                         | -                                       | 3,888                         | -                      | -                             | 12,087                     | 1,501                      | 17,476     |
| Disposals                | -                         | -                                       | -                             | (10,939)               | -                             | (2,248)                    | -                          | (13,187)   |
| At 31 March 2025         | 501,876                   | 20,627                                  | 299,912                       | -                      | 13,571                        | 62,621                     | 40,334                     | 938,941    |
| <b>Depreciation</b>      |                           |                                         |                               |                        |                               |                            |                            |            |
| At 1 April 2024          | 13,728                    | 4,889                                   | 120,356                       | 5,288                  | 6,559                         | 44,928                     | 27,245                     | 222,993    |
| Charge for the year      | 4,988                     | 2,063                                   | 65,873                        | 912                    | 2,715                         | 12,068                     | 4,437                      | 93,056     |
| On disposals             | -                         | -                                       | -                             | (6,200)                | -                             | (1,782)                    | -                          | (7,982)    |
| At 31 March 2025         | 18,716                    | 6,952                                   | 186,229                       | -                      | 9,274                         | 55,214                     | 31,682                     | 308,067    |
| <b>Net book value</b>    |                           |                                         |                               |                        |                               |                            |                            |            |
| At 31 March 2025         | 483,160                   | 13,675                                  | 113,683                       | -                      | 4,297                         | 7,407                      | 8,652                      | 630,874    |
| At 31 March 2024         | 488,148                   | 15,738                                  | 175,668                       | 5,651                  | 7,012                         | 7,854                      | 11,588                     | 711,659    |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 15. Fixed asset investments

|                          | Investments<br>in subsidiary<br>companies<br>£ | Listed<br>investments<br>£ | Total<br>£ |
|--------------------------|------------------------------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                                                |                            |            |
| At 1 April 2024          | 2                                              | 578,232                    | 578,234    |
| Funds extracted          | -                                              | (100,000)                  | (100,000)  |
| Revaluations             | -                                              | 685                        | 685        |
| At 31 March 2025         | 2                                              | 478,917                    | 478,919    |

#### Net book value

|                  |   |         |         |
|------------------|---|---------|---------|
| At 31 March 2025 | 2 | 478,917 | 478,919 |
| At 31 March 2024 | 2 | 578,232 | 578,234 |

#### Investments comprise:

|                   | 2025<br>£ | 2024<br>£ |
|-------------------|-----------|-----------|
| UK Bonds          | 48,689    | 30,447    |
| UK Equities       | 42,754    | 40,856    |
| Overseas Equities | 148,601   | 144,265   |
| Overseas Bonds    | 30,431    | 43,103    |
| Other             | 68,499    | 86,120    |
| Cash              | 139,943   | 233,441   |
|                   | 478,917   | 578,232   |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

15. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

| Names                                | Company number | Principal activity | Class of shares | Holding |
|--------------------------------------|----------------|--------------------|-----------------|---------|
| Age UK Surrey (Trading) Limited      | 04184776       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey Limited           | 10067316       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey (Trading) Limited | 10067234       | Dormant            | Ordinary        | 100%    |
| Age UK Runnymede and Spelthorne      | 06523366       | Dormant            | Ordinary        | 100%    |
| The Orchard Club (Haslemere)         | 07816560       | Dormant            | Ordinary        | 100%    |

The financial results of the subsidiaries for the year were:

| Names                           | Net assets<br>£ |
|---------------------------------|-----------------|
| Age UK Surrey (Trading) Limited | 2               |

The charitable company owns the whole of the issued ordinary share capital of AGE UK Surrey (Trading) Limited, a company registered in England. The subsidiary ceased trading in December 2019.

Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited, Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from preparing and filing individual accounts by virtue of s394A and s448A of the Companies Act 2006 for dormant companies.

Age UK Surrey (Trading) Limited, Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from audit by virtue of s479A of the Companies Act 2006.

16. Debtors

|                                | 2025<br>£        | 2024<br>£      |
|--------------------------------|------------------|----------------|
| Due within one year            |                  |                |
| Trade debtors                  | 54,329           | 15,188         |
| Prepayments and accrued income | 1,036,007        | 399,133        |
|                                | <u>1,090,336</u> | <u>414,321</u> |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

17. Creditors: Amounts falling due within one year

|                                        | 2025<br>£     | 2024<br>£      |
|----------------------------------------|---------------|----------------|
| Trade creditors                        | 10,094        | 12,750         |
| Other taxation and social security     | 25,960        | 21,557         |
| Other creditors                        | 5,345         | 333            |
| Accruals and deferred income           | 48,149        | 68,269         |
|                                        | <u>89,548</u> | <u>102,909</u> |
|                                        | 2025<br>£     | 2024<br>£      |
| Deferred income at 1 April 2024        | 30,812        | 41,885         |
| Resources deferred during the year     | 25,385        | 30,812         |
| Amounts released from previous periods | (30,812)      | (41,885)       |
|                                        | <u>25,385</u> | <u>30,812</u>  |

Deferred income relates to funding received in advance of future projects.

18. Provisions

|                              | Dilapidations<br>£ |
|------------------------------|--------------------|
| As at 31 March 2024 and 2025 | <u>10,000</u>      |
|                              | <u>10,000</u>      |

At the balance sheet date, the Charity has provided for the cost of returning their retail space to the conditions in which they originally leased them. The provision will be released when each lease has expired or been terminated and the dilpidations costs have been incurred.



# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 19. Statement of funds (continued)

##### Statement of funds - prior year

|                                 | Balance at<br>1 April 2023<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2024<br>£ |
|---------------------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|-------------------------------------|
| <b>Unrestricted funds</b>       |                                 |                  |                    |                          |                         |                                     |
| <b>Designated funds</b>         |                                 |                  |                    |                          |                         |                                     |
| Retail and Clockhouse           | 193,040                         | -                | (193,040)          | -                        | -                       | -                                   |
| <b>General funds</b>            |                                 |                  |                    |                          |                         |                                     |
| General Funds                   | 893,086                         | 1,531,212        | (1,064,644)        | (159,374)                | 11,196                  | 1,211,476                           |
| <b>Total Unrestricted funds</b> | <b>1,086,126</b>                | <b>1,531,212</b> | <b>(1,257,684)</b> | <b>(159,374)</b>         | <b>11,196</b>           | <b>1,211,476</b>                    |

|                            | Balance at<br>1 April 2023<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2024<br>£ |
|----------------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|-------------------------------------|
| <b>Restricted funds</b>    |                                 |                  |                    |                          |                         |                                     |
| The Clockhouse             | 544,196                         | -                | (9,928)            | -                        | -                       | 534,268                             |
| Information & Advice (A&I) | -                               | 315,919          | (362,888)          | 46,969                   | -                       | -                                   |
| Clockhouse                 | -                               | 36,544           | (107,642)          | 71,098                   | -                       | -                                   |
| Men in Sheds               | -                               | 5,241            | (22,080)           | 16,839                   | -                       | -                                   |
| Digital                    | -                               | 1,250            | (1,254)            | 4                        | -                       | -                                   |
| Befriending                | -                               | 5,000            | (18,787)           | 13,787                   | -                       | -                                   |
| Tea & Chat                 | -                               | 132              | (1,186)            | 1,054                    | -                       | -                                   |
| Shopmobility               | -                               | 44,874           | (54,211)           | 9,337                    | -                       | -                                   |
| Hospital Activities        | -                               | 3,898            | (4,184)            | 286                      | -                       | -                                   |
|                            | <b>544,196</b>                  | <b>412,858</b>   | <b>(582,160)</b>   | <b>159,374</b>           | <b>-</b>                | <b>534,268</b>                      |
| <b>Total of funds</b>      | <b>1,630,322</b>                | <b>1,944,070</b> | <b>(1,839,844)</b> | <b>-</b>                 | <b>11,196</b>           | <b>1,745,744</b>                    |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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#### 19. Statement of funds (continued)

##### **Purposes of restricted funds**

Community Foundation for Surrey has provided a grant to support the costs of the Men in Sheds Project, and Befriending.

In July 2009 the Charity assumed responsibility for operating the Shopmobility Service in Guildford. A contract was signed with Guildford Borough Council to support the programme for three years initially. Guildford Borough Council continues to provide an operating grant to support this programme. The Borough Council has stated its intention to support this service.

I&A is funded by Surrey County Council, Waverley Borough Council, Spelthorne Borough Council and Age UK grants.

The Orchard Club (Haslemere) are funds for the Haslemere area which are represented by monies received from the Orchard Club when it closed down to be utilised on activities within that area

The National Lottery grant enabled our Help at Home to be able to survive the lock down where the service was closed for 3 months and no monies were received. A decision was taken to stop all charges for three months and to continue with reduced funds.

Clockhouse fund relates to Activities taking place at the Clockhouse Community Centre, and were funded as follows: Surrey County Council (Accelerated Reform Fund) funded a Carers Support group, the Community Foundation for Surrey funded volunteer led activities and the Steel Foundation funded MCST (dementia support sessions). Milford and Witley and Chiddingfold Parish Councils contributed to core costs.

The Clockhouse fund represents the Notional figure for the Clockhouse Building and land, that had to be included in our Tangible Fixed Assets, and reflected as Restricted funds on the Balance sheet.

##### **Purposes of designated funds**

The Retail fund has monies set aside to pay for consultancy and progress the opening of charity shops, this fund has now been released.

##### **Purposes of general funds**

The general fund was used to support overspends on the restricted funds.

A transfer has been made from general funds to restricted funds to fund the expenses of I&A, Clockhouse, Men in Sheds, Befriending, Shopmobility and hospital activities.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

20. Analysis of net assets between funds

Analysis of net assets between funds - current year

|                                        | Unrestricted<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>funds<br>2025<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 101,594                            | 529,280                          | 630,874                     |
| Fixed asset investments                | 478,919                            | -                                | 478,919                     |
| Current assets                         | 1,223,616                          | 1,594                            | 1,225,210                   |
| Creditors due within one year          | (89,548)                           | -                                | (89,548)                    |
| Provisions for liabilities and charges | (10,000)                           | -                                | (10,000)                    |
| Total                                  | 1,704,581                          | 530,874                          | 2,235,455                   |

Analysis of net assets between funds - prior year

|                                        | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 177,391                            | 534,268                          | 711,659                     |
| Fixed asset investments                | 578,234                            | -                                | 578,234                     |
| Current assets                         | 568,760                            | -                                | 568,760                     |
| Creditors due within one year          | (102,909)                          | -                                | (102,909)                   |
| Provisions for liabilities and charges | (10,000)                           | -                                | (10,000)                    |
| Total                                  | 1,211,476                          | 534,268                          | 1,745,744                   |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

#### 21. Reconciliation of net movement in funds to net cash flow from operating activities

|                                                                    | 2025<br>£        | 2024<br>£        |
|--------------------------------------------------------------------|------------------|------------------|
| Net income for the year (as per Statement of Financial Activities) | 476,416          | 115,422          |
| <b>Adjustments for:</b>                                            |                  |                  |
| Depreciation charges                                               | 93,056           | 97,674           |
| Losses on investments                                              | (685)            | (11,196)         |
| Dividends, interests and rents from investments                    | (15,954)         | (15,197)         |
| Increase in debtors                                                | (676,015)        | (364,992)        |
| Decrease in creditors                                              | (13,361)         | (23,971)         |
| <b>Net cash used in operating activities</b>                       | <b>(136,543)</b> | <b>(202,260)</b> |

#### 22. Analysis of cash and cash equivalents

|                                        | 2025<br>£      | 2024<br>£      |
|----------------------------------------|----------------|----------------|
| Cash in hand                           | 133,324        | 152,889        |
| <b>Total cash and cash equivalents</b> | <b>133,324</b> | <b>152,889</b> |

#### 23. Analysis of changes in net debt

|                          | At 1 April<br>2024<br>£ | Cash flows<br>£ | At 31 March<br>2025<br>£ |
|--------------------------|-------------------------|-----------------|--------------------------|
| Cash at bank and in hand | 152,889                 | (19,565)        | 133,324                  |
|                          | <b>152,889</b>          | <b>(19,565)</b> | <b>133,324</b>           |

#### 24. Contingent liability

Following a review of income in accordance with applicable tax legislation, it has come to light that the charity may have been liable to VAT on certain income streams. As a result, there is a possibility that a VAT liability may exist if it is determined that the charity should have been VAT registered during the relevant period. The matter is currently under evaluation, and the outcome remains uncertain. Accordingly, no provision has been made in these financial statements, as the potential liability cannot be reliably quantified at this stage.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

25. Operating lease commitments

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | 2025<br>£      | 2024<br>£     |
|----------------------------------------------|----------------|---------------|
| Not later than 1 year                        | 37,006         | 50,500        |
| Later than 1 year and not later than 5 years | 139,670        | 48,370        |
| Later than 5 years                           | 45,464         | -             |
|                                              | <u>222,140</u> | <u>98,870</u> |

The following lease payments and changes in lease payments have been recognised in the Statement of Financial Activities:

|                         | 2025<br>£     | 2024<br>£     |
|-------------------------|---------------|---------------|
| Operating lease rentals | <u>50,500</u> | <u>50,500</u> |

26. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

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# Accounts

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Company registration number: 02803315  
Charity number: 1036450

TRUSTEES' REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2024

AGE UK SURREY  
(A Company Limited by  
Guarantee)

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

### FOR THE YEAR ENDED 31 MARCH 2024

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|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trustees                                      | John Burbridge, Chair, (resigned 31 July 2024)<br>Joy Allen, Vice Chair (Until 31 July 2024, Chair from 31 July 2024)<br>Conrad Bennett (appointed 15 February 2024)<br>Angela Boodoo (appointed 15 February 2024)<br>Hamish Macdonald (appointed 24 May 2023, resigned 19 May 2024)<br>Jason Webster<br>Sarah Wardle<br>Susan Campbell (resigned 29 November 2023)<br>Steven Avis, Treasurer (appointed 23 August 2023) |
| Company Registered Number                     | 02803315                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Charity Registered Number                     | 1036450                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Principal Address and Registered Office       | The Clockhouse Community Centre<br>Chapel Lane<br>Milford<br>Surrey<br>GU8 5EZ                                                                                                                                                                                                                                                                                                                                           |
| Chief Executive Officer                       | Catherine Hodgson (appointed 5 June 2024)                                                                                                                                                                                                                                                                                                                                                                                |
| Company Secretary                             | Lynne Oliver (appointed 2 April 2024)                                                                                                                                                                                                                                                                                                                                                                                    |
| Chief Executive Officer and Company Secretary | Susan Zirps (resigned 2 April 2024)                                                                                                                                                                                                                                                                                                                                                                                      |
| Independent Auditors                          | Menzies LLP<br>Chartered Accountants<br>Magna House<br>18-32 London Road<br>Staines-Upon-Thames<br>TW18 4BP                                                                                                                                                                                                                                                                                                              |
| Bankers                                       | HSBC<br>12a North Street<br>Guildford<br>Surrey<br>GU1 4AF                                                                                                                                                                                                                                                                                                                                                               |
| Independent Adviser to the Board              | Margaret Clarke                                                                                                                                                                                                                                                                                                                                                                                                          |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT

### FOR THE YEAR ENDED 31 MARCH 2024

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The Trustees are pleased to present their report and financial statements for the year ended 31 March 2024.

#### **Objects of the Charity**

To support people living in and around Surrey to maximise their independence, wellbeing and quality of life in later years.

#### **Strategic Direction of the Charity**

The Trustees undertook a strategic review during 2017, which resulted in the production of a new Strategic Plan for April 2018 to March 2023, which is reviewed regularly during the year by the Trustees.

Our Strategic Aim is to provide services, support and activities across Surrey to enable people to be resilient throughout the changes and challenges of later life.

Priority 1 – To ensure our services and activities seek to reduce social isolation and loneliness, maintain older people's independence and improve their health, wellbeing and resilience.

Priority 2 – To ensure our revised values are embedded and that all our services are person centred in order to support delivery of our priorities.

Priority 3 – To be financially sustainable with an increasing emphasis on growing our charged for services and obtaining longer term funding.

Priority 4 – To raise our brand profile to support fundraising and take up of services.

Priority 5 – To increase the engagement of older people in monitoring our services, to provide ongoing needs analysis and support shaping our services.

Priority 6 – To implement our Social, Economic and Environmental Monitoring and Evaluation Framework to prove effectiveness and improve our services and activities.

During 2023 the Strategic Plan has been revised by a group of Trustees and staff, and the new plan is effective from April 2023 to March 2026. The aims of the new Strategic Plan are as follows:

Aim 1 – We will put older people at the heart of everything we do.

Aim 2 – We will extend our reach to connect with more older people and professionals.

Aim 3 – We will further develop community support to improve older people's wellbeing.

Aim 4 – We will further develop services to keep people independent at home for as long as possible.

Aim 5 – We will strive for operational excellence and financial sustainability.

#### **Delivery of Public Benefit**

In line with Age UK, Age UK Surrey adopts charity objectives which focus on independence and enjoyment of later life. The Charity aims to work in co-operation with other organisations, statutory, commercial and voluntary, to support older people by providing a range of services. The Trustees confirm that they have given due consideration to the Charity Commission published Guidance on the operation of the Public Benefit requirement.

#### **Services and Activities of the Charity in 2023/24**

Age UK Surrey, a Brand Partner of Age UK, provides a range of services or support to older people in Surrey, as detailed below. These may be provided solely by the Charity or in partnership with other voluntary organisations and groups across the County.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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All these services are made possible by the energy and commitment of our staff and volunteer teams, which were comprised of 64 staff (full time equivalent 52.25) at March 2024 and 381 active volunteers in the year, who gave 20,000 hours of their time to the Charity. Our volunteers work across the whole range of the Charity's services in roles that suit their interests and skills, and based on the amount of time that they can commit. As a result clients benefit, the Charity benefits and the rewards for volunteers are many. These include developing personal skills, meeting new people and having a sense of satisfaction from providing support to people in the County.

In addition to the services we provide for older people the Charity is also committed to campaigning and interacting with the media where possible. Age UK Surrey aims to make life better for older people and particularly focuses on reducing isolation and enabling people to gain full entitlement to welfare benefits.

Age UK Surrey depends financially on the support of statutory and voluntary partners, charges made to clients for individual services and the generosity of stakeholders and the general public through donations, legacies and attendance at our fundraising events.

Age UK Surrey has continued the good relationship with Age UK and with Age Concerns and similar organisations in the County.

All staff and volunteers participate in induction training, which is broad and covers a range of topics. Ongoing training is provided by iHasco, with a large selection of online courses staff can access some being mandatory, e.g. Information Governance, Safeguarding and Cyber Security.

Continued demand for services has led the Charity to further develop services and activities. The cost of living crisis has been particularly detrimental to older people on low incomes. Our Information and Advice team have supported people in accessing the Government Household Support Fund and the Clockhouse Community Centre has been a warm hub during the Winter.

#### 1. Home Visiting Befriending

This service supports lonely and isolated older people, many of whom are housebound, with short term one to one support and long term befriending and companionship. 49 volunteer befrienders have been active during the year and 50 clients have been supported by volunteers and the co-ordinator. The service has been supported by Spelthorne Borough Council and new referrals are taken in this borough only. The service continues to support existing home visiting clients in boroughs that previously received funding, namely Guildford, Waverley and Runnymede.

#### 2. Telephone Befriending Check-in and Chat

This telephone befriending service was set up to support people who were isolated and lonely during the pandemic and has continued as many people ask for a telephone befriender. We received 129 referrals in 2023/24. Age UK Surrey supported 136 clients with 135 volunteers. We received funding, with thanks, from the Community Foundation for Surrey to support the service.

#### 3. Café Culture

Volunteer-led café culture sessions are delivered in Cranleigh and Farnham. 13 clients have benefitted from attending 104 sessions supported by 4 volunteers.

#### 4. Clockhouse Community Centre

Work has continued to build activities and services in the centre for older people, whilst activities in the café continue to attract a growing number of people from the wider community

The number of people accessing the 10 to 3 Club, a paid for day service which provides activities and lunch for our most vulnerable and frail clients, has increased. Grant funded projects have supported Memory Lane [NICE approved Maintenance Cognitive Stimulation Therapy] (with thanks to the Steele Foundation), development of a Carer Support group (with thanks to Surrey County Council) and Tovatel, an interactive programme to stimulate people with dementia (with thanks to the Prime Foundation). We also received funding from the National Lottery for replacement parts for the walk-in freezer, an essential piece of equipment for the café.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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Activities that are available to the whole community include bridge, a community choir, knit and natter, bingo and art sessions. The centre has also increased the number of services offered, such as ear wax removal, beautician services and hairdressers, as well as exercise classes, all of which are delivered by external expert providers.

Rooms are available to hire and the centre has also offered a minibus service to clients of the 10 to 3 Club who live in the outlying villages.

The centre has 88 regular weekly clients attending the services and activities with an estimated number of attendances a year of 8,304. The café has become more established in the community and has extended its menu to offer breakfast and lunches as well as all day cakes, snacks and drinks. It is attracting a growing number of visitors.

#### 5. Gardening

The Gardening Service is a popular low cost service across the County, providing basic gardening such as grass cutting, weeding and pruning at an affordable price. A total of 191 clients received a gardening service from 82 registered gardeners in 2023/24. The co-ordinators supporting the Gardening Service also support the Help at Home Service. A review was conducted during the year and the recommendation to enhance the service and recruit a dedicated Gardening Co-ordinator was approved. The enhanced service will be implemented in 2024/25.

#### 6. GO50

GO50 provides regular exercise for older people through an ongoing programme of walks. There are 9 volunteer walk leaders and 187 clients have participated in walks during the year. There were 172 walks with 1,378 people taking part on these walks (some people take part in several walks). Participant walkers donated over £4,000 over the year.

#### 7. Help at Home Service

Home Helps offer a wide range of domestic services such as cleaning, laundry, cooking, shopping, dog walking, etc. to support older people to continue to live independently in their own homes. A total of 511 home helps provided services to 1,005 clients during 2023/24. Given the decline in clients over the years, the service was reviewed at the end of the financial year 2022/23 and a reduction of one co-ordinator and one administrator in staffing was implemented at the beginning of 2023/24, bringing the total number of staff to 6, located in 3 offices across the County.

#### 8. Hospital Befriending Service

Since November 2014 Age UK Surrey has worked with Virgin Care and subsequently NHS Frimley Health and Care to provide activity sessions and one to one companionship and support in Farnham Community Hospital. The service is supported by 7 volunteers and has been well received, helping to improve the wellbeing of patients visited. 542 clients were supported.

#### 9. Information and Advice

Demand for this service continues as people who have had concerns post-pandemic and are now concerned about the cost of living and need support. Telephone calls and referrals by email yielded a total of 4,965 enquiries from the public. Core funding for this service is provided by Surrey County Council (SCC) and Spelthorne Borough Council. Age UK also provides some funding through grants, for example the Scams Project and Warm Homes funding. We gratefully received funding from the National Lottery to support people through the cost of living crisis.

Comprehensive monitoring reports are provided to funders. 31% of enquiries in 2023/24 were health and care related, with a further 22.8% relating to State Benefits for older people, resulting in over £2,105,009 of extra money being claimed. Volunteers support the service over the telephone, including the completion of benefit forms, though some outreach visits are now taking place.

Scams Awareness project: funding for this project concluded in December. Between April and December we delivered 48 talks with 1,021 people attending and 1,164 booklets distributed.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

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Planning for your Future project: in September we were contracted by SCC to co-produce and deliver a 6-month programme of face to face events to encourage people to start thinking about their future care needs. This is an innovative prevention focused educational campaign demonstrating excellent partnership working which has also significantly raised Age UK Surrey's profile and reach. Information and booking onto the events are through the Age UK Surrey website. We delivered 24 talks with 613 people attending and 647 booklets distributed. The project is to be extended into 2024/25.

#### 10. Lasting Power of Attorney

Following a series of workshops led by Age UK this service was set up in June 2021, with the first LPAs being arranged at the beginning of September 2021. During 2023/24 we supported 73 clients and 142 LPAs were completed and sent to the Office of the Public Guardian for registration. The service is well regarded and numbers of referrals are increasing.

#### 11. Men in Sheds

The Men in Sheds project operates from the campus of Merrist Wood College. It is open 4 days per week with 2 sessions a day Tuesday to Thursday and 1 session on a Friday, each managed by a co-ordinator and volunteers. The Shed offers a welcome social activity for the Shedders who are socially isolated and an opportunity to learn or improve woodworking skills. Many different community projects have been undertaken and the work is sold to buy more materials for other projects. During 2023/24 there were 350 sessions of 3 hours each session. Up to 35 Shedders attend The Shed a week.

#### 12. Retail

In March 2022 Age UK Surrey opened its first retail charity shop in Haslemere using funds from Reserves designated to open 3 shops. During 2022/23 2 more shops were opened in Esher and Lingfield. The shops are delivering a substantial income to the Charity.

#### 13. Shopmobility

The Charity manages an award winning Shopmobility Service on behalf of Guildford Borough Council and has done since 2009. The service rents scooters and powered wheelchairs to people aged 18+ and offers a 6-month and 12-month membership as well as single usage. During 2023/24 an average of 42 people used the service every month. A total of 1,269 trips were made in the year and the service saw 97 new users. The team were awarded the 2023 Tom Hillier Shopmobility of the Year Award, by Shopmobility UK who received nominations across the country from users of Shopmobility services.

#### 14. Tea and Chat

12 volunteers lead a programme of regular tea and chat activity sessions in Tandridge, including 6 volunteers providing transport for clients to/from the sessions. They take place in Lingfield and Oxted on a monthly basis. During 2023/24 24 tea and chat sessions were held with 22 regular clients.

#### 15. Tech Support

A team of 10 volunteers provide tech support offering advice and tuition on laptops or other forms of technology, such as mobile phones and ipads. Previously run as a drop-in every weekday morning from a sheltered housing unit in Guildford since Covid it has been by appointment only. In addition a drop-in service is now provided at the Clockhouse one morning a week. The service has supported 54 clients during the 2023/24 year.

### Structure, Governance and Management

Age UK Surrey is incorporated as a private company, limited by guarantee and registered as a charity. The Memorandum of Association and Articles of Association govern the charitable company. The Charity is a Brand Partner of Age UK and has a brand partnership agreement to which it adheres (the Brand Partner agreement has been extended till 2024 and will then be renewed). Policies and procedures are adopted locally.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

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Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise and experience in directing a charity aiming to support the needs of older people. Trustees are elected for 1, 2 or 3 years, with a maximum 6 years being served before stepping down. The Chair is elected from the Trustee body.

Day to day operations are managed by a staff management team led by the Chief Executive, who is appointed by the Trustees. There were 3 senior managers who formed the Leadership Team – Head of Operations, Head of Finance and Support Services, and Head of Marketing and Business Development. The Head of Operations post has been vacant since 28 April 2023.

The Board is responsible for the strategic direction of the Charity. The CEO and the Leadership Team devise an annual Operating Plan which is approved and monitored by the Board. The CEO is responsible for operational decisions and reports back regularly to the Board on progress.

The Charity has a Pay Policy which enables a pay review once per year. The Board agrees whether there are funds allocated to this and the CEO implements it according to procedures. Salaries are benchmarked with other local charitable organisations.

#### **Trustees**

Trustees of the Charity in March 2024 were as described on page 2.

Throughout the year the Charity is governed and directed by the Board of Trustees (Directors). The Board met 7 times in the year.

The Charity has kept under review the skills and experience of its Trustees to provide leadership and strategic direction and is in touch with both the voluntary sector and statutory contacts to source possible new trustees as necessary. New Trustees receive induction training at the Charity, from external sources and from Age UK. A day's induction is followed by spending time with the Senior Managers and shadowing staff. An Induction Pack is provided and during 2024 new Trustees will be assigned a Trustee who will act as a Buddy. We will prioritise the further diversification of our Board.

#### **Risks and Uncertainties**

The Charity carries out a full risk assessment of its operations on an annual basis. The top line risks are reviewed and systems and procedures developed to minimise the level of risk undertaken.

The Charity has policies and procedures in place to ensure compliance with legal and financial requirements.

The Trustees have formally reviewed the major risks inherent in the Charity's operations and these are summarised below:

1. Uncertainty in the Level and Sources of Income to Maintain the Services Provided to Older People

This is segmented between statutory sources, which provide support for specific programmes and make up 12% of income, and the services we provide directly to older people covering 50%. The balance is drawn from voluntary income. Statutory funding is becoming less certain and the level of voluntary income is always unknown.

2. Loss of Key Staff and Difficulty of Replacing

The Charity benefits from strongly committed staff. Any major losses place additional pressure on colleagues to fulfil commitments. Succession planning and staff training are reviewed on an ongoing basis. Salaries are reviewed annually.

3. Provision of Services at a Level that is Below the Standard Expected by Clients

The Charity maintains the Age UK Charity Quality Standard (CQS). Regular quality surveys confirm clients' satisfaction and feedback enables us to develop services as necessary.

The Information and Advice Service holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

4. Charity Expenditure Exceeding the Funding Available

The Trustees have determined that the Charity should aim for a minimum general reserve of at least 6 months' average expenditure to ensure key services are not reduced or curtailed in the event of a short term reduction in voluntary or statutory income. Trustees review the financial position very carefully, with regular discussion at Board meetings. All new programmes are evaluated to ensure both viability and durability.

5. Non-compliance with Legal and Professional Standards Expected in Operating a Charity

Some aspects are covered within the CQS quality standard and Board reviews which ensure that the Charity complies with all legislation, has the operating procedures, controls and safeguards in place to provide staff, volunteers and clients with a healthy and safe working environment. Additionally Trustees and managers continually review processes, policies and procedures to ensure compliance with the appropriate legislation. Insurance cover requirements are regularly reviewed.

Age UK Surrey has used the services of a Health and Safety Consultant and an HR Consultant.

6. Serious Safeguarding Issue

A Safeguarding Policy and Procedure is in place and all staff receive training.

**Financial Performance**

Total incoming resources amounted to £1,955k, an increase of £583 on the previous year. Expenditure at £1,840k showed a decrease of £140k.

The overall operating result showed a total operating surplus of £115k in the year.

Reserves

The Trustees continue to believe that the Charity should aim to support and develop services to meet the needs of older people through strong control on expenditure and the active pursuit of funding opportunities to support plans whilst utilising some reserves to develop charitable services.

At 31 March 2024 the Reserves of the Charity totalled £1,746k and comprised the following:

|                                                             | <u>£k</u> |
|-------------------------------------------------------------|-----------|
| 1) Restricted to donor nominated purposes                   | £534      |
| 2) General balance held toward running costs of the Charity | £1,211    |

The Trustees aim to maintain Free Reserves to provide working capital to the Charity for day to day operations and in the event of closure any additional liabilities that may occur.

Free Reserves are defined by the Trustees as total reserves, excluding designated funds and all fixed assets.

The Free Reserves as at 31 March 2024 were:

|                       | <u>£k</u> |
|-----------------------|-----------|
| Total reserves        | £1,745    |
| Tangible fixed assets | £238      |
| Restricted reserves   | £534      |
| Free reserves         | £973      |

In the opinion of the Trustees, the Free Reserves maintained by the Charity at present are at a level that covers at least 6 months' working capital and any liabilities that may occur in the event of closure. Estimated closure cost is approximately £500k.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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Trustees have developed a Reserves Policy along with an Investment Policy to maximise return with minimal risk to the funds held in General Reserves. Free Reserves are currently at £973k. A sub-committee of the Board was set up to consider the investment of part of the reserves into new income generating and charitable services. Reserves have been used to support running costs and investment in the opening of some retail charity shops and digital marketing of the Help at Home Service.

#### **Fundraising**

Our fundraising strategy is to maximise funds from grants, trusts and legacies and to develop community and event fundraising. We also give clients the opportunity to donate if they have received a service from us, for example GO50, Tech Support and Information and Advice. We are grateful to the statutory organisations for their support.

We do not work with commercial participators/professional fundraisers.

Age UK Surrey follows the Institute of Fundraising and we abide by the IoF and GDPR regulations.

We do not use third parties.

We have a Complaints Procedure within the Charity. We have not received any fundraising complaints this year.

We do not undertake telephone fundraising or cold calling. Receipt of a charitable service is not dependent on a donation.

The Charity is immensely grateful for all legacies received and to all donors for their support, which has enabled us to increase our reserves which will enable us to fund new projects.

Both Trustees and staff continue to look for new ways of raising funds to meet the demand for services provided to older people in the County.

#### **Staff and Volunteers**

We provide our full and wide range of support and services for older people through a combination of paid staff and volunteers. We would like to thank those staff and volunteers for their commitment, dedication and energy in supporting the Charity and the services we provide to older people in the community. We have now implemented a Flexible and Remote Working Policy for staff to enable a better work/life balance.

We estimate that volunteer time was worth more than £222k at the national living wage, providing the backbone for our support to older people in Surrey. The Trustees are particularly grateful for this ongoing level of commitment.

#### **Future Plans of the Charity**

Clearly Covid-19 has had a major effect on service delivery and on the financial position due to reduced service income, but the Charity is doing its best to maximise service income by advertising and promoting paid for services more widely.

Plans during 2024/25 are to:

- Develop and expand the Gardening Service.
- To reorganise the Information and Advice offering to utilise more volunteer hours.
- To develop and grow the Planning for your Future project.
- Develop the Befriending Service.
- Develop the 3 charity retail shops increasing donations, the number of volunteers and the gift aid signups.
- To fully implement a new database, Salesforce, to replace Charity Log. The Clockhouse and activities are to be added in during the year.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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- To develop the Lasting Power of Attorney Service further.
- To transform the Clockhouse Day Centre into a thriving centre for the community, to include developing the café.
- To explore collaboration with other local Age Concerns/Age UKs.

#### **Trustees' Responsibilities in Relation to the Financial Statements**

The Trustees (who are also Directors of Age UK Surrey for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group. This includes incoming resources and application of resources including income and expenditure of the charitable group for the period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (Statement of Recommended Practice).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity and group will continue in operation.

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

In accordance with Company Law, as the Company's Directors, we certify that so far as each of the Directors is aware:

- there is no relevant audit information of which the Charity's Auditor is unaware
- and
- they have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the Charity's Auditor is aware of this information.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### Auditor

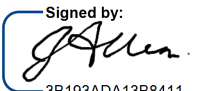
Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Signed by:  
  
3B193ADA13B8411...  
**Joy Allen**  
Trustee

Date: 07-Aug-2024

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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**MENZIES**  
BRIGHTER THINKING

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## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

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### Opinion

We have audited the financial statements of Age UK Surrey (the 'charity') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including 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 and the Charities Act 2011.

### 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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 Trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Opinion on other matters prescribed by the Companies Act 2006**

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

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

#### **Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of 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 the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

#### Auditors' 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 Auditors' 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 is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; posting of fraudulent journal entries, authorisation, processing, and payment of fraudulent expenses and timing of revenue recognition.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### 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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

*Janice Matthews*

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**Janice Matthews FCA (Senior Statutory Auditor)**

for and on behalf of

**Menzies LLP**

Chartered Accountants

Statutory Auditor

Magna House

18-32 London Road

Staines-Upon-Thames

TW18 4BP

Date: 09-Aug-2024

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

|                                                                          | Note | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--------------------------------------------------------------------------|------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                                                      |      |                                    |                                  |                             |                             |
| Donations and legacies                                                   | 3    | 546,618                            | 177,109                          | 723,727                     | 337,423                     |
| Charitable activities                                                    | 4    | 964,460                            | 235,749                          | 1,200,209                   | 971,470                     |
| Other trading activities                                                 | 5    | 4,937                              | -                                | 4,937                       | 28,505                      |
| Investments                                                              |      | 15,197                             | -                                | 15,197                      | 24,080                      |
| <b>Total income</b>                                                      |      | <b>1,531,212</b>                   | <b>412,858</b>                   | <b>1,944,070</b>            | <b>1,361,478</b>            |
| <b>Expenditure on:</b>                                                   |      |                                    |                                  |                             |                             |
| Raising funds                                                            | 6    | 182,339                            | -                                | 182,339                     | 183,911                     |
| Charitable activities                                                    | 7    | 1,075,345                          | 582,160                          | 1,657,505                   | 1,795,728                   |
| Other expenditure                                                        | 8    | -                                  | -                                | -                           | 423                         |
| <b>Total expenditure</b>                                                 |      | <b>1,257,684</b>                   | <b>582,160</b>                   | <b>1,839,844</b>            | <b>1,980,062</b>            |
| <b>Net income/(expenditure) before net gains/(losses) on investments</b> |      | <b>273,528</b>                     | <b>(169,302)</b>                 | <b>104,226</b>              | <b>(618,584)</b>            |
| Net gains/(losses) on investments                                        |      | 11,196                             | -                                | 11,196                      | (93,178)                    |
| <b>Net income/(expenditure)</b>                                          |      | <b>284,724</b>                     | <b>(169,302)</b>                 | <b>115,422</b>              | <b>(711,762)</b>            |
| Transfers between funds                                                  | 20   | (159,374)                          | 159,374                          | -                           | -                           |
| <b>Net movement in funds</b>                                             |      | <b>125,350</b>                     | <b>(9,928)</b>                   | <b>115,422</b>              | <b>(711,762)</b>            |
| <b>Reconciliation of funds:</b>                                          |      |                                    |                                  |                             |                             |
| Total funds brought forward                                              |      | 1,086,126                          | 544,196                          | 1,630,322                   | 2,342,084                   |
| Net movement in funds                                                    |      | 125,350                            | (9,928)                          | 115,422                     | (711,762)                   |
| <b>Total funds carried forward</b>                                       |      | <b>1,211,476</b>                   | <b>534,268</b>                   | <b>1,745,744</b>            | <b>1,630,322</b>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

### BALANCE SHEET

#### AS AT 31 MARCH 2024

|                                                | Note | 2024<br>£        | 2023<br>£        |
|------------------------------------------------|------|------------------|------------------|
| <b>Fixed assets</b>                            |      |                  |                  |
| Tangible assets                                | 15   | 711,659          | 781,800          |
| Investments                                    | 16   | 578,234          | 667,038          |
|                                                |      | <u>1,289,893</u> | <u>1,448,838</u> |
| <b>Current assets</b>                          |      |                  |                  |
| Stocks                                         |      | 1,550            | 1,550            |
| Debtors                                        | 17   | 414,321          | 49,328           |
| Cash at bank and in hand                       |      | 152,889          | 267,486          |
|                                                |      | <u>568,760</u>   | <u>318,364</u>   |
| Creditors: amounts falling due within one year | 18   | (102,909)        | (126,880)        |
| <b>Net current assets</b>                      |      | <u>465,851</u>   | <u>191,484</u>   |
| <b>Total assets less current liabilities</b>   |      | <u>1,755,744</u> | <u>1,640,322</u> |
| Provisions for liabilities                     |      | (10,000)         | (10,000)         |
| <b>Total net assets</b>                        |      | <u>1,745,744</u> | <u>1,630,322</u> |
| <b>Charity funds</b>                           |      |                  |                  |
| Restricted funds                               | 20   | 534,268          | 544,196          |
| Unrestricted funds                             | 20   | 1,211,476        | 1,086,126        |
| <b>Total funds</b>                             |      | <u>1,745,744</u> | <u>1,630,322</u> |

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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AGE UK SURREY  
(A Company Limited by Guarantee)

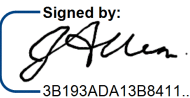
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BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2024

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The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:  
  
3B193ADA13B8411...

.....  
**Joy Allen**

Date: 07-Aug-2024

The notes on pages 19 to 42 form part of these financial statements.

AGE UK SURREY  
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2024

|                                                                   | 2024<br>£                  | 2023<br>£                  |
|-------------------------------------------------------------------|----------------------------|----------------------------|
| <strong>Cash flows from operating activities</strong>             |                            |                            |
| Net cash used in operating activities                             | (202,260)                  | (638,887)                  |
| <strong>Cash flows from investing activities</strong>             |                            |                            |
| Dividends, interests and rents from investments                   | 15,197                     | 24,080                     |
| Additions of tangible fixed assets                                | (27,534)                   | (169,049)                  |
| Proceeds from sale of investments                                 | 100,000                    | 500,000                    |
| Loss on disposal                                                  | -                          | 634                        |
| <strong>Net cash provided by investing activities</strong>        | <strong>87,663</strong>    | <strong>355,665</strong>   |
| <strong>Change in cash and cash equivalents in the year</strong>  | <strong>(114,597)</strong> | <strong>(283,222)</strong> |
| Cash and cash equivalents at the beginning of the year            | 267,486                    | 550,708                    |
| <strong>Cash and cash equivalents at the end of the year</strong> | <strong>152,889</strong>   | <strong>267,486</strong>   |

The notes on pages 19 to 42 form part of these financial statements

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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#### 1. General information

Age UK Surrey is a private charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address (and principal place of business) is The Clockhouse Community Centre, Chapel Lane, Godalming, Surrey, GU8 5EZ.

#### 2. Accounting policies

##### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Surrey 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.

##### 2.2 Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having considered the charity's income streams and costs, 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 or to the ability of the group to continue in operation.

##### 2.3 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.

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 measured reliably 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.

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 of the provision of a specified service is deferred until the criteria for income recognition are met.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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#### 2. Accounting policies (continued)

##### 2.4 Expenditure

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 relate to the costs incurred by the charity 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 delivering services to further the purposes of the charity and their associated support costs

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

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

##### 2.5 Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

##### 2.6 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 institution with whom the funds are deposited.

##### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 2. Accounting policies (continued)

##### 2.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

The estimated useful lives are as follows:

|                              |                             |
|------------------------------|-----------------------------|
| Freehold buildings           | - 34 years                  |
| Long-term leasehold property | - 9 years                   |
| Property improvements        | - 3 - 5 years straight line |
| Motor vehicles               | - 4 years straight line     |
| Fixtures and fittings        | - over lease term           |
| Office equipment             | - 25% straight line         |
| Computer equipment           | - 3 years straight line     |
| Other fixed assets           | - 25% straight line         |

##### 2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Gains (or losses) on sales of investments during the period, calculated as the sale proceeds less the market value at the start of the period or cost, if later, are credited (or debited) to the statement of comprehensive income. Unrealised gains (or losses) arising in the period are credited (or debited) to the statement of comprehensive income.

The reported surplus (or deficit) on ordinary activities is adjusted for the realisation of prior period gains (or losses) on investments to arrive at the historical cost surplus (or deficit) for the period.

Investments in subsidiaries are valued at cost less provision for impairment.

##### 2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

##### 2.10 Debtors

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

##### 2.11 Liabilities

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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS

#### FOR THE YEAR ENDED 31 MARCH 2024

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## 2. Accounting policies (continued)

### 2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

### 2.13 Operating leases

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

### 2.14 Pensions

The charity operates a defined contribution scheme for the benefit of certain employees. The costs of the contributions are expensed to the Statement of Financial Activities (SOFA) in the year they are payable.

### 2.15 Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

3. Income from donations and legacies

|                   | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|-------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Grants            |                                    |                                  |                             |                             |
| Grants            | 10,750                             | 65,360                           | 76,110                      | 70,104                      |
| Charitable Trusts | -                                  | 111,749                          | 111,749                     | 28,448                      |
| Total grants      | 10,750                             | 177,109                          | 187,859                     | 98,552                      |
| Donations         | 162,679                            | -                                | 162,679                     | 75,760                      |
| Legacies          | 367,069                            | -                                | 367,069                     | 161,419                     |
| Sundry income     | 6,120                              | -                                | 6,120                       | 1,692                       |
| Subtotal          | 535,868                            | -                                | 535,868                     | 238,871                     |
|                   | 546,618                            | 177,109                          | 723,727                     | 337,423                     |
| Total 2023        | 232,214                            | 105,209                          | 337,423                     |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 4. Income from charitable activities

|                                                                                                                                   | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities in the County and charitable trusts | -                                  | 235,749                          | <b>235,749</b>              | 241,657                     |
| Services provided to clients - Retail                                                                                             | 406,462                            | -                                | <b>406,462</b>              | 268,690                     |
| Services provided to clients - Clockhouse                                                                                         | 193,514                            | -                                | <b>193,514</b>              | 84,819                      |
| Services provided to clients - Help at Home                                                                                       | 364,484                            | -                                | <b>364,484</b>              | 376,304                     |
| <b>Total 2024</b>                                                                                                                 | <b>964,460</b>                     | <b>235,749</b>                   | <b>1,200,209</b>            | <b>971,470</b>              |
| <i>Total 2023</i>                                                                                                                 | <i>729,813</i>                     | <i>241,657</i>                   | <i>971,470</i>              |                             |

#### 5. Income from other trading activities

##### Income from non charitable trading activities

|                                                        | Unrestricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--------------------------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Services provided to clients by the trading subsidiary | 4,937                              | <b>4,937</b>                | -                           |
| Compensation for ceasing of trading                    | -                                  | -                           | 28,505                      |
|                                                        | <b>4,937</b>                       | <b>4,937</b>                | <b>28,505</b>               |
| <i>Total 2023</i>                                      | <i>28,505</i>                      | <i>28,505</i>               |                             |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

6. Expenditure on raising funds

Costs of raising voluntary income

|                                  | Unrestricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Rent & rates, utilities          | 2,305                              | 2,305                       | 2,119                       |
| Premises                         | 401                                | 401                         | 966                         |
| Advertising and marketing        | 24,414                             | 24,414                      | 29,239                      |
| Subscriptions                    | 993                                | 993                         | 1,909                       |
| Other costs                      | 1,753                              | 1,753                       | 2,895                       |
| Insurance                        | 2,868                              | 2,868                       | 2,338                       |
| Equipment                        | 580                                | 580                         | -                           |
| Recruitment fees                 | 1,290                              | 1,290                       | 335                         |
| Staff welfare                    | 1,126                              | 1,126                       | 184                         |
| Computer and software            | 6,681                              | 6,681                       | 8,107                       |
| Printing, postage and stationery | 1,305                              | 1,305                       | 1,255                       |
| Staff costs                      | 91,957                             | 91,957                      | 92,691                      |
| Depreciation                     | 6,544                              | 6,544                       | 6,718                       |
| Support costs                    | 40,122                             | 40,122                      | 35,155                      |
|                                  | 182,339                            | 182,339                     | 183,911                     |
| Total 2023                       | 183,911                            | 183,911                     |                             |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

7. Analysis of expenditure on charitable activities

Summary by fund type

|                          | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|--------------------------|------------------------------------|----------------------------------|--------------------|--------------------|
| Services to older people | 1,075,345                          | 582,160                          | 1,657,505          | 1,795,728          |
| Total 2023               | 1,264,827                          | 530,901                          | 1,795,728          |                    |

8. Other expenditure

|                                  | Unrestricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Loss on disposal of fixed assets | -                                  | -                           | 423                         |
| Total 2023                       | 423                                | 423                         |                             |

9. Analysis of expenditure by activities

|                          | Activities<br>undertaken<br>directly<br>2024<br>£ | Support<br>costs<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--------------------------|---------------------------------------------------|-------------------------------|-----------------------------|-----------------------------|
| Services to older people | 1,239,321                                         | 418,184                       | 1,657,505                   | 1,795,728                   |
| Total 2023               | 1,375,984                                         | 419,744                       | 1,795,728                   |                             |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

9. Analysis of expenditure by activities (continued)

Analysis of direct costs

|                                  | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|----------------------------------|-----------------------------|-----------------------------|
| Staff costs                      | 828,145                     | 863,829                     |
| Depreciation                     | 87,907                      | 90,243                      |
| Rent & rates, utilities          | 98,198                      | 85,704                      |
| Premises                         | 17,665                      | 33,175                      |
| Advertising and marketing        | 4,434                       | 5,480                       |
| Activities and Events            | 5,586                       | 5,255                       |
| Bank charges                     | 1,858                       | 3,508                       |
| Computer and software            | 13,265                      | 16,216                      |
| Insurance                        | 11,167                      | 16,787                      |
| Food                             | 45,092                      | 21,513                      |
| Other costs                      | 25,711                      | 73,369                      |
| Printing, postage and stationery | 11,748                      | 11,299                      |
| Recruitment fees                 | 19,352                      | 5,029                       |
| Staff welfare                    | 3,110                       | 552                         |
| Subscriptions                    | 2,979                       | 5,728                       |
| Telephone                        | 26,875                      | 28,414                      |
| Training, meetings & conferences | 6,960                       | 4,627                       |
| Travel                           | 15,474                      | 15,737                      |
| Subsidy Home Helps               | 4,316                       | 5,728                       |
| Consultancy                      | 3,252                       | 77,161                      |
| Company vehicle                  | 6,227                       | 6,630                       |
|                                  | 1,239,321                   | 1,375,984                   |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

9. Analysis of expenditure by activities (continued)

Analysis of support costs

|                                                   | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|---------------------------------------------------|-----------------------------|-----------------------------|
| Staff costs                                       | 357,079                     | 330,856                     |
| Depreciation                                      | 3,223                       | 3,309                       |
| Rent & rates, utilities                           | 11,526                      | 10,597                      |
| Premises                                          | 2,007                       | 4,832                       |
| Activities and Events                             | 1,648                       | 1,631                       |
| Bank charges                                      | 1,760                       | 3,509                       |
| Computer and software                             | 46,768                      | 56,751                      |
| Legal and professional                            | 23,365                      | 38,025                      |
| Other costs                                       | 4,643                       | 3,864                       |
| Recruitment fees                                  | 5,161                       | 1,341                       |
| Staff welfare                                     | 1,126                       | 184                         |
| Support costs allocated to fundraising activities | (40,122)                    | (35,155)                    |
| Total 2024                                        | 418,184                     | 419,744                     |

Governance incurred costs during the year were £23,365 (2023 - £38,025).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 10. Expenditure on charitable activities: Services to older people

|                                               | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|-----------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| The cost of these programmes are noted below: |                                    |                                  |                             |                             |
| Information and advice                        | 50,718                             | 335,662                          | 386,380                     | 291,228                     |
| I & A - Haslemere                             | 233                                | 1,938                            | 2,171                       | 60,420                      |
| Shopmobility                                  | 2,513                              | 54,211                           | 56,724                      | 414,800                     |
| Making Connections Runnymede & Spelthorne     | 3,909                              | 41,332                           | 45,241                      | 81,065                      |
| Guildford Computer Drop in Centre             | 494                                | 1,186                            | 1,680                       | 651                         |
| Shopmobility Service in Guildford             | 1,316                              | 4,184                            | 5,500                       | 64,973                      |
| Retail                                        | -                                  | -                                | -                           | 403,103                     |
| Lasting Power of Atourney                     | -                                  | -                                | -                           | 174,602                     |
| Tea & Chat                                    | 180,700                            | 29,906                           | 210,606                     | 238                         |
| Hospital activities                           | 114,608                            | 10,680                           | 125,288                     | 6,572                       |
| Go50                                          | 368                                | 71,738                           | 72,106                      | 2,030                       |
| Men in Sheds                                  | 9,130                              | 21,395                           | 30,525                      | 41,073                      |
| Clockhouse Café                               | -                                  | 9,928                            | 9,928                       | 82,887                      |
| Clockhouse activities                         | -                                  | -                                | -                           | 52,971                      |
| My Life My Story                              | -                                  | -                                | -                           | 1,332                       |
| Governance                                    | -                                  | -                                | -                           | 35,155                      |
| Fundraising                                   | -                                  | -                                | -                           | 82,628                      |
|                                               | 363,989                            | 582,160                          | 946,149                     | 1,795,728                   |
| <i>Total 2023</i>                             | <i>1,264,827</i>                   | <i>530,901</i>                   | <i>1,795,728</i>            |                             |

#### 11. Auditors' remuneration

|                                                                                      | 2024<br>£ | 2023<br>£ |
|--------------------------------------------------------------------------------------|-----------|-----------|
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | 11,740    | 10,550    |
| Fees payable to the Charity's auditor in respect of:                                 |           |           |
| All non-audit services not included above                                            | 2,350     | 1,900     |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

12. Staff costs

|                                                      | 2024<br>£        | 2023<br>£        |
|------------------------------------------------------|------------------|------------------|
| Wages and salaries                                   | 1,151,985        | 1,159,624        |
| Social security costs                                | 86,461           | 92,638           |
| Contribution to defined contribution pension schemes | 38,735           | 35,114           |
|                                                      | <u>1,277,181</u> | <u>1,287,376</u> |

The average number of persons employed by the Charity during the year was as follows:

|                                        | 2024<br>No. | 2023<br>No. |
|----------------------------------------|-------------|-------------|
| Direct charitable                      | 49          | 51          |
| Management, administration and support | 4           | 4           |
|                                        | <u>53</u>   | <u>55</u>   |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | 2024<br>No. | 2023<br>No. |
|-------------------------------|-------------|-------------|
| In the band £60,001 - £70,000 | 1           | 1           |

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £196,580 (2023: £287,801).

13. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, expenses totalling £535 were reimbursed or paid directly to 3 Trustees (2023 -£NIL to Trustees for travel and subsistence costs).

14. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary gift aids available profits to the parent charity. Its charge to corporation tax in the year was £nil (2023: £nil).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 15. Tangible fixed assets

|                          | Freehold<br>property<br>£ | Long-term<br>leasehold<br>property<br>£ | Property<br>Improvements<br>£ | Motor<br>vehicles<br>£ | Fixtures and<br>fittings<br>£ | Computer<br>equipment<br>£ | Other fixed<br>assets<br>£ | Total<br>£ |
|--------------------------|---------------------------|-----------------------------------------|-------------------------------|------------------------|-------------------------------|----------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                           |                                         |                               |                        |                               |                            |                            |            |
| At 1 April 2023          | 501,876                   | 20,627                                  | 279,170                       | 10,939                 | 13,571                        | 52,782                     | 28,153                     | 907,118    |
| Additions                | -                         | -                                       | 16,854                        | -                      | -                             | -                          | 10,680                     | 27,534     |
| At 31 March 2024         | 501,876                   | 20,627                                  | 296,024                       | 10,939                 | 13,571                        | 52,782                     | 38,833                     | 934,652    |
| <b>Depreciation</b>      |                           |                                         |                               |                        |                               |                            |                            |            |
| At 1 April 2023          | 8,740                     | 2,827                                   | 51,918                        | 3,100                  | 3,845                         | 30,833                     | 24,055                     | 125,318    |
| Charge for the year      | 4,988                     | 2,062                                   | 68,438                        | 2,188                  | 2,714                         | 14,095                     | 3,190                      | 97,675     |
| At 31 March 2024         | 13,728                    | 4,889                                   | 120,356                       | 5,288                  | 6,559                         | 44,928                     | 27,245                     | 222,993    |
| <b>Net book value</b>    |                           |                                         |                               |                        |                               |                            |                            |            |
| At 31 March 2024         | 488,148                   | 15,738                                  | 175,668                       | 5,651                  | 7,012                         | 7,854                      | 11,588                     | 711,659    |
| At 31 March 2023         | 493,136                   | 17,800                                  | 227,252                       | 7,839                  | 9,726                         | 21,949                     | 4,098                      | 781,800    |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 16. Fixed asset investments

|                          | Investments<br>in subsidiary<br>companies<br>£ | Listed<br>investments<br>£ | Total<br>£ |
|--------------------------|------------------------------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                                                |                            |            |
| At 1 April 2023          | 2                                              | 667,036                    | 667,038    |
| Funds extracted          | -                                              | (100,000)                  | (100,000)  |
| Revaluations             | -                                              | 11,196                     | 11,196     |
| At 31 March 2024         | 2                                              | 578,232                    | 578,234    |

#### Net book value

|                  |   |         |         |
|------------------|---|---------|---------|
| At 31 March 2024 | 2 | 578,232 | 578,234 |
| At 31 March 2023 | 2 | 667,036 | 667,038 |

#### Investments comprise:

|                   | 2024<br>£ | 2023<br>£ |
|-------------------|-----------|-----------|
| UK Bonds          | 30,447    | 61,496    |
| UK Equities       | 40,856    | 75,021    |
| Overseas Equities | 144,265   | 199,789   |
| Overseas Bonds    | 43,103    | 132,279   |
| Other             | 86,120    | 181,570   |
| Cash              | 233,441   | 16,881    |
|                   | 578,232   | 667,036   |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

16. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

| Names                                | Company number | Principal activity | Class of shares | Holding |
|--------------------------------------|----------------|--------------------|-----------------|---------|
| Age UK Surrey (Trading) Limited      | 04184776       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey Limited           | 10067316       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey (Trading) Limited | 10067234       | Dormant            | Ordinary        | 100%    |
| Age UK Runnymede and Spelthorne      | 06523366       | Dormant            | Ordinary        | 100%    |
| The Orchard Club (Haslemere)         | 07816560       | Dormant            | Ordinary        | 100%    |

The financial results of the subsidiaries for the year were:

| Names                           | Net assets<br>£ |
|---------------------------------|-----------------|
| Age UK Surrey (Trading) Limited | 2               |

The charitable company owns the whole of the issued ordinary share capital of AGE UK Surrey (Trading) Limited, a company registered in England. The subsidiary ceased trading in December 2019.

Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited, Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from preparing and filing individual accounts by virtue of s394A and s448A of the Companies Act 2006 for dormant companies.

Age UK Surrey (Trading) Limited, Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from audit by virtue of s479A of the Companies Act 2006.

17. Debtors

|                                | 2024<br>£      | 2023<br>£     |
|--------------------------------|----------------|---------------|
| Due within one year            |                |               |
| Trade debtors                  | 15,188         | 330           |
| Prepayments and accrued income | 399,133        | 48,998        |
|                                | <u>414,321</u> | <u>49,328</u> |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

18. Creditors: Amounts falling due within one year

|                                        | 2024<br>£      | 2023<br>£      |
|----------------------------------------|----------------|----------------|
| Trade creditors                        | 12,750         | 33,209         |
| Other taxation and social security     | 21,557         | 25,977         |
| Other creditors                        | 333            | 290            |
| Accruals and deferred income           | 68,269         | 67,404         |
|                                        | <u>102,909</u> | <u>126,880</u> |
|                                        | 2024<br>£      | 2023<br>£      |
| Deferred income at 1 April 2023        | 41,885         | 52,993         |
| Resources deferred during the year     | 30,732         | 41,885         |
| Amounts released from previous periods | (41,885)       | (52,993)       |
|                                        | <u>30,732</u>  | <u>41,885</u>  |

Deferred income relates to funding received in advance of future projects.

19. Provisions

|                 | Dilapidations<br>£ |
|-----------------|--------------------|
| At 1 April 2023 | 10,000             |
|                 | <u>10,000</u>      |

At the balance sheet date, the Charity has provided for the cost of returning their retail space to the conditions in which they originally leased them. The provision will be released when each lease has expired or been terminated and the dilpidations costs have been incurred.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

20. Statement of funds

Statement of funds - current year

|                          | Balance at 1<br>April 2023<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2024<br>£ |
|--------------------------|---------------------------------|-------------|------------------|--------------------------|-------------------------|----------------------------------|
| Unrestricted funds       |                                 |             |                  |                          |                         |                                  |
| Designated funds         |                                 |             |                  |                          |                         |                                  |
| Retail and Clockhouse    | 193,040                         | -           | (193,040)        | -                        | -                       | -                                |
| General funds            |                                 |             |                  |                          |                         |                                  |
| General Funds            | 893,086                         | 1,531,212   | (1,064,644)      | (159,374)                | 11,196                  | 1,211,476                        |
| Total Unrestricted funds | 1,086,126                       | 1,531,212   | (1,257,684)      | (159,374)                | 11,196                  | 1,211,476                        |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

20. Statement of funds (continued)

|                               | Balance at 1<br>April 2023<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2024<br>£ |
|-------------------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
| <b>Restricted funds</b>       |                                 |                  |                    |                          |                         |                                  |
| The Clockhouse                | 544,196                         | -                | (9,928)            | -                        | -                       | 534,268                          |
| Information &<br>Advice (A&I) | -                               | 315,919          | (362,888)          | 46,969                   | -                       | -                                |
| Clockhouse                    | -                               | 36,544           | (107,642)          | 71,098                   | -                       | -                                |
| Men in Sheds                  | -                               | 5,241            | (22,080)           | 16,839                   | -                       | -                                |
| Digital                       | -                               | 1,250            | (1,254)            | 4                        | -                       | -                                |
| Befriending                   | -                               | 5,000            | (18,787)           | 13,787                   | -                       | -                                |
| Tea & Chat                    | -                               | 132              | (1,186)            | 1,054                    | -                       | -                                |
| Shopmobility                  | -                               | 44,874           | (54,211)           | 9,337                    | -                       | -                                |
| Hospital Activities           | -                               | 3,898            | (4,184)            | 286                      | -                       | -                                |
|                               | 544,196                         | 412,858          | (582,160)          | 159,374                  | -                       | 534,268                          |
| <b>Total of funds</b>         | <b>1,630,322</b>                | <b>1,944,070</b> | <b>(1,839,844)</b> | <b>-</b>                 | <b>11,196</b>           | <b>1,745,744</b>                 |

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

20. Statement of funds (continued)

Statement of funds - prior year

|                                 | <i>Balance at<br/>1 April 2022</i><br>£ | <i>Income</i><br>£ | <i>Expenditure</i><br>£ | <i>Transfers<br/>in/out</i><br>£ | <i>Gains/<br/>(Losses)</i><br>£ | <i>Balance at<br/>31 March<br/>2023</i><br>£ |
|---------------------------------|-----------------------------------------|--------------------|-------------------------|----------------------------------|---------------------------------|----------------------------------------------|
| <b>Unrestricted funds</b>       |                                         |                    |                         |                                  |                                 |                                              |
| <b>Designated funds</b>         |                                         |                    |                         |                                  |                                 |                                              |
| Retail and Clockhouse           | 193,040                                 | -                  | -                       | -                                | -                               | 193,040                                      |
| <b>General funds</b>            |                                         |                    |                         |                                  |                                 |                                              |
| General Funds                   | 1,544,798                               | 1,014,612          | (1,449,161)             | (123,985)                        | (93,178)                        | 893,086                                      |
| <b>Total Unrestricted funds</b> | 1,737,838                               | 1,014,612          | (1,449,161)             | (123,985)                        | (93,178)                        | 1,086,126                                    |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 20. Statement of funds (continued)

|                                                   | Balance at<br>1 April 2022<br>£ | Income<br>£             | Expenditure<br>£          | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2023<br>£ |
|---------------------------------------------------|---------------------------------|-------------------------|---------------------------|--------------------------|-------------------------|-------------------------------------|
| <b>Restricted funds</b>                           |                                 |                         |                           |                          |                         |                                     |
| Clockhouse                                        | 544,196                         | -                       | -                         | -                        | -                       | 544,196                             |
| Men in Sheds                                      | 60,050                          | -                       | (60,050)                  | -                        | -                       | -                                   |
| Age UK: I&A                                       | -                               | 58,504                  | (69,663)                  | 11,159                   | -                       | -                                   |
| Shopmobility                                      | -                               | 26,174                  | (52,869)                  | 26,695                   | -                       | -                                   |
| Hospital Activities                               | -                               | 90,292                  | (106,416)                 | 16,124                   | -                       | -                                   |
| Scams                                             | -                               | 15,000                  | (17,658)                  | 2,658                    | -                       | -                                   |
| Spelthorne<br>Borough<br>Council:<br>Befriending  | -                               | 15,000                  | (20,434)                  | 5,434                    | -                       | -                                   |
| Surrey County<br>Council - Surrey<br>Downs Grants | -                               | 28,820                  | (36,640)                  | 7,820                    | -                       | -                                   |
| Prime Donation                                    | -                               | 21,496                  | (26,438)                  | 4,942                    | -                       | -                                   |
| Spelthorne<br>Borough<br>Council: I&A             | -                               | 44,874                  | (62,094)                  | 17,220                   | -                       | -                                   |
| Guildford Borough<br>Council :<br>Shopmobility    | -                               | 14,741                  | (43,496)                  | 28,755                   | -                       | -                                   |
| Hospital activities                               | -                               | 13,708                  | (16,886)                  | 3,178                    | -                       | -                                   |
| Shanley<br>Foundation                             | -                               | 18,257                  | (18,257)                  | -                        | -                       | -                                   |
|                                                   | <u>604,246</u>                  | <u>346,866</u>          | <u>(530,901)</u>          | <u>123,985</u>           | <u>-</u>                | <u>544,196</u>                      |
| <b>Total of funds</b>                             | <u><u>2,342,084</u></u>         | <u><u>1,361,478</u></u> | <u><u>(1,980,062)</u></u> | <u><u>-</u></u>          | <u><u>(93,178)</u></u>  | <u><u>1,630,322</u></u>             |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS

#### FOR THE YEAR ENDED 31 MARCH 2024

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#### 20. Statement of funds (continued)

##### Purposes of restricted funds

Community Foundation for Surrey has provided a grant to support the costs of the Men in Sheds Project, and Befriending.

In July 2009 the Charity assumed responsibility for operating the Shopmobility Service in Guildford. A contract was signed with Guildford Borough Council to support the programme for three years initially. Guildford Borough Council continues to provide an operating grant to support this programme. The Borough Council has stated its intention to support this service.

I&A is funded by Surrey County Council, Waverley Borough Council, Spelthorne Borough Council and Age UK grants.

NE Hampshire and Farnham CCG provided funding for Making Connections in that area. Age UK Surrey were sub-contracted to Hart Voluntary Action to provide the service in Farnham until June 2020.

The Orchard Club (Haslemere) are funds for the Haslemere area which are represented by monies received from the Orchard Club when it closed down to be utilised on activities within that area

Runnymede and Spelthorne represents a legacy received from Age UK Runnymede and Spelthorne which is to be utilised on activities within that area.

The National Lottery grant enabled our Help at Home to be able to survive the lock down where the service was closed for 3 months and no monies were received. A decision was taken to stop all charges for three months and to continue with reduced funds.

A2 Dominion contributed to the Befriending service.

The Armed Forces covenant provided a grant to support ex-armed forces personnel.

##### Purposes of designated funds

The Retail fund has monies set aside to pay for consultancy and progress the opening of charity shops.

##### Purposes of general funds

The general fund was used to support overspends on the restricted funds.

A transfer has been made from general funds to restricted funds to fund the expenses of I&A, Men in Sheds, Befriending and other activities.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 21. Summary of funds

##### Summary of funds - current year

|                  | Balance at 1<br>April 2023<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2024<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
| Designated funds | 193,040                         | -                | (193,040)          | -                        | -                       | -                                |
| General funds    | 893,086                         | 1,531,212        | (1,064,644)        | (159,374)                | 11,196                  | 1,211,476                        |
| Restricted funds | 544,196                         | 412,858          | (582,160)          | 159,374                  | -                       | 534,268                          |
|                  | <u>1,630,322</u>                | <u>1,944,070</u> | <u>(1,839,844)</u> | <u>-</u>                 | <u>11,196</u>           | <u>1,745,744</u>                 |

##### Summary of funds - prior year

|                  | Balance at<br>1 April 2022<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2023<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|-------------------------------------|
| Designated funds | 193,040                         | -                | -                  | -                        | -                       | 193,040                             |
| General funds    | 1,544,798                       | 1,014,612        | (1,449,161)        | (123,985)                | (93,178)                | 893,086                             |
| Restricted funds | 604,246                         | 346,866          | (530,901)          | 123,985                  | -                       | 544,196                             |
|                  | <u>2,342,084</u>                | <u>1,361,478</u> | <u>(1,980,062)</u> | <u>-</u>                 | <u>(93,178)</u>         | <u>1,630,322</u>                    |

#### 22. Analysis of net assets between funds

##### Analysis of net assets between funds - current period

|                                        | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 177,391                            | 534,268                          | 711,659                     |
| Fixed asset investments                | 578,234                            | -                                | 578,234                     |
| Current assets                         | 568,760                            | -                                | 568,760                     |
| Creditors due within one year          | (102,909)                          | -                                | (102,909)                   |
| Provisions for liabilities and charges | (10,000)                           | -                                | (10,000)                    |
| <b>Total</b>                           | <u>1,211,476</u>                   | <u>534,268</u>                   | <u>1,745,744</u>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 22. Analysis of net assets between funds (continued)

##### Analysis of net assets between funds - prior period

|                                        | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Restricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|----------------------------------------|----------------------------------------------|--------------------------------------------|---------------------------------------|
| Tangible fixed assets                  | 237,604                                      | 544,196                                    | 781,800                               |
| Fixed asset investments                | 667,038                                      | -                                          | 667,038                               |
| Current assets                         | 318,364                                      | -                                          | 318,364                               |
| Creditors due within one year          | (126,880)                                    | -                                          | (126,880)                             |
| Provisions for liabilities and charges | (10,000)                                     | -                                          | (10,000)                              |
| <b>Total</b>                           | <b>1,086,126</b>                             | <b>544,196</b>                             | <b>1,630,322</b>                      |

#### 23. Reconciliation of net movement in funds to net cash flow from operating activities

|                                                                                  | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
|----------------------------------------------------------------------------------|-------------------|-------------------|
| Net income/expenditure for the period (as per Statement of Financial Activities) | <b>115,422</b>    | <b>(711,762)</b>  |
| <b>Adjustments for:</b>                                                          |                   |                   |
| Depreciation charges                                                             | <b>97,674</b>     | <b>77,070</b>     |
| Losses on investments                                                            | <b>(11,196)</b>   | <b>93,178</b>     |
| Dividends, interests and rents from investments                                  | <b>(15,197)</b>   | <b>(24,080)</b>   |
| Increase in debtors                                                              | <b>(364,992)</b>  | <b>(6,476)</b>    |
| Decrease in creditors                                                            | <b>(23,971)</b>   | <b>(46,817)</b>   |
| Increase/(decrease) in provisions                                                | <b>-</b>          | <b>(20,000)</b>   |
| <b>Net cash used in operating activities</b>                                     | <b>(202,260)</b>  | <b>(638,887)</b>  |

#### 24. Analysis of cash and cash equivalents

|                                        | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
|----------------------------------------|-------------------|-------------------|
| Cash in hand                           | <b>152,889</b>    | <b>267,486</b>    |
| <b>Total cash and cash equivalents</b> | <b>152,889</b>    | <b>267,486</b>    |

AGE UK SURREY  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

25. Analysis of changes in net debt

|                          | At 1 April<br>2023 | Cash flows       | At 31 March<br>2024 |
|--------------------------|--------------------|------------------|---------------------|
|                          | £                  | £                | £                   |
| Cash at bank and in hand | 267,486            | (114,597)        | 152,889             |
|                          | <u>267,486</u>     | <u>(114,597)</u> | <u>152,889</u>      |

26. Operating lease commitments

At 31 March 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | 2024<br>£     | 2023<br>£      |
|----------------------------------------------|---------------|----------------|
| Not later than 1 year                        | 50,500        | 50,500         |
| Later than 1 year and not later than 5 years | 48,370        | 97,875         |
|                                              | <u>98,870</u> | <u>148,375</u> |

The following lease payments and changes in lease payments have been recognised in the Statement of Financial Activities:

|                         | 2024<br>£     | 2023<br>£     |
|-------------------------|---------------|---------------|
| Operating lease rentals | <u>50,500</u> | <u>49,583</u> |

27. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

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# Accounts

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Company registration number: 02803315  
Charity number: 1036450

TRUSTEES' REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2023

AGE UK SURREY  
(A Company Limited by  
Guarantee)

**MENZIES**  
BRIGHTER THINKING

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

#### FOR THE YEAR ENDED 31 MARCH 2023

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|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Trustees</b>                                      | John Frederick Burbridge, Chair<br>Joy Susan Allen, Vice Chair<br>Selwyn Fernandes (resigned 28 September 2022)<br>Philip Andrew James Currie, Treasurer (resigned 28 February 2023)<br>Lewis Keith Buttress (resigned 28 February 2023)<br>Hamish Thomas Macdonald (appointed 24 May 2023)<br>Jason Paul Webster (appointed 31 May 2022)<br>Sarah Wardle (appointed 28 September 2022)<br>Susan Jennifer Campbell (appointed 28 September 2022)<br>Steven Avis, Treasurer (appointed 23 August 2023) |
| <b>Company registered number</b>                     | 02803315                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Charity registered number</b>                     | 1036450                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Principal Address and Registered Office</b>       | The Clockhouse Community Centre<br>Chapel Lane<br>Milford<br>Surrey<br>GU8 5EZ                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Chief executive officer and Company Secretary</b> | Susan Zirps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Independent auditors</b>                          | Menzies LLP<br>Chartered Accountants<br>Centrum House<br>36 Station Road<br>Egham<br>Surrey<br>TW20 9LF                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Bankers</b>                                       | HSBC<br>12a North Street<br>Guildford<br>Surrey<br>GU1 4AF                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Independent Adviser to the Board</b>              | Margaret Clarke<br>Selwyn Fernandes (28 September 2022 to 23 November 2022)                                                                                                                                                                                                                                                                                                                                                                                                                           |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT

### FOR THE YEAR ENDED 31 MARCH 2023

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The Trustees are pleased to present their report and financial statements for the year ended 31st March 2023.

#### **Objects of the Charity**

To support people living in and around Surrey to maximise their independence, wellbeing and quality of life in later years.

#### **Strategic Direction of the Charity**

The Trustees undertook a strategic review during 2017, which resulted in the production of a new Strategic Plan for April 2018 to March 2023, which is reviewed regularly during the year by the Trustees.

Our Strategic Aim is to provide services, support and activities across Surrey to enable people to be resilient throughout the changes and challenges of later life.

Priority 1 – To ensure our services and activities seek to reduce social isolation and loneliness, maintain people's independence and improve their health, wellbeing and resilience.

Priority 2 – To ensure our revised values are embedded and that all our services are person centred in order to support delivery of our priorities.

Priority 3 – To be financially sustainable with an increasing emphasis on growing our charged for services and obtaining longer term funding.

Priority 4 – To raise our brand profile to support fundraising and take up of services.

Priority 5 – To increase the engagement of older people in monitoring our services, to provide ongoing needs analysis and support shaping our services.

Priority 6 – To implement our Social, Economic and Environmental Monitoring and Evaluation Framework to prove effectiveness and improve our services and activities.

During 2023 the Strategic Plan has been revised by a group of Trustees and staff, and the new plan is effective from April 2023. The aims of the new Strategic Plan are as follows:

Aim 1 – We will put older people at the heart of everything we do.

Aim 2 – We will extend our reach to connect with more older people and professionals.

Aim 3 – We will further develop community support to improve older people's wellbeing.

Aim 4 – We will further develop services to keep people independent at home for as long as possible.

Aim 5 – We will strive for operational excellence and financial sustainability.

#### **Delivery of Public Benefit**

In line with Age UK, Age UK Surrey adopts charity objectives which focus on independence and enjoyment of later life. The Charity aims to work in co-operation with other organisations, statutory, commercial and voluntary, to support older people by providing a range of services. The Trustees confirm that they have given due consideration to the Charity Commission published Guidance on the operation of the Public Benefit requirement.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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#### Services and Activities of the Charity in 2022/23

Age UK Surrey, a Brand Partner of Age UK, provides a range of services or support to older people in Surrey, as detailed below. These may be provided solely by the Charity or in partnership with other voluntary organisations and groups across the County.

All these services are made possible by the energy and commitment of our staff and volunteer teams, which were comprised of 72 staff (full time equivalent 55.33) at March 2023 and 455 active volunteers in the year. Our volunteers work across the whole range of the Charity's services in roles that suit their interests and skills, and based on the amount of time that they can commit. As a result, clients benefit, the Charity benefits and the rewards for volunteers are many. These include developing personal skills, meeting new people and having a sense of satisfaction from providing support to people in the County.

In addition to the services we provide for older people the Charity is also strongly committed to campaigning and interacting with the media where possible. Age UK Surrey campaigns to make life better for older people and particularly focuses on reducing isolation and enabling people to gain full entitlement to welfare benefits.

Age UK Surrey depends financially on the support of statutory and voluntary partners, charges made to clients for individual services and the generosity of stakeholders and the general public through donations, legacies and attendance at our fundraising events.

Age UK Surrey has continued the good relationship with Age UK and with Age Concerns and similar organisations in the County.

All staff and volunteers participate in induction training, which is broad and covers a range of topics. Ongoing training is provided by iHasco, with a huge selection of online courses staff can access some being mandatory, e.g. Information Governance, Safeguarding and Cyber Security.

Strong demand for the range of services has led the Charity to further develop services and activities. This was particularly true this year when the demand for our Information and Advice Service increased again, with older people presenting with all sorts of issues following the pandemic and the economic climate.

#### 1. Befriending – Guildford, Waverley, Runnymede and Spelthorne

This service supports lonely and isolated older people, many of whom are housebound, with short term one to one support and long term befriending and companionship. 50 volunteer befrienders have been active during the year and 63 clients have been supported by volunteers and the co-ordinators. The service has been supported by Spelthorne Borough Council. During the year the decision was taken to stop taking referrals due to lack of funding and staff resource.

#### 2. Check-in and Chat

This telephone befriending service was set up to support people who were isolated and lonely during the pandemic and has continued as many people ask for a telephone befriender. We received 185 referrals in 2022/23. Age UK Surrey supported 218 clients with 173 volunteers.

#### 3. Café Culture

Volunteer-led café culture sessions are delivered in Cranleigh and Farnham. 15 clients have benefitted from attending 104 sessions supported by 4 volunteers.

#### 4. Clockhouse Community Centre

Work has continued to build activities in the centre for all age groups. The vision is for an All Age Centre with a vibrant café. A 10-3 Club has been set up for frailer older people. This is work in progress during 2023/24. We understand about 7000 people have benefitted from attending The Clockhouse during the year. It is encouraging to note that this total includes many regular attendees.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2023

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#### 5. Gardening

The Gardening Service is a popular low cost service across the County, providing basic gardening such as grass cutting, weeding and pruning at an affordable price. A total of 240 clients received a gardening service from 95 registered gardeners in 2022/23.

#### 6. GO50

GO50 provides regular exercise for older people through an ongoing programme of walks. There are 9 walk leaders and 187 clients have participated in walks during the year. There were 172 walks with 978 people taking part on these walks (some people take part in several walks).

#### 7. Help at Home Service

Home Helps offer a wide range of domestic services such as cleaning, laundry, cooking, shopping, dog walking, etc. to support older people to continue to live independently in their own homes. 3 regional co-ordinators operate from 3 offices across the County, supported by 3 administrators. A total of 499 home helps provided services to 1,042 clients during 2022/23. The service was reorganised at the end of the year to cover larger areas with 2 less staff (total 6).

#### 8. Hospital Befriending Service

Since November 2014 Age UK Surrey has worked with Virgin Care and subsequently NHS Frimley Health and Care to provide activity sessions and one to one support in Farnham Community Hospital. The service is supported by 7 volunteers and has been well received. 503 clients were supported.

#### 9. Information and Advice

During the last year the demand for this service has been huge as people have had concerns post-pandemic and are now concerned about the cost of living and need support. Telephone calls and referrals by email yielded a total of 9,411 enquiries from the public, a 23% increase on 2021/22. Core funding for this service is provided by Surrey County Council and Spelthorne Borough Council. Age UK also provides some funding through grants, for example the Scams Project and Cost of Living funding. Comprehensive monitoring reports are provided to funders. 25.75% of enquiries in 2022/23 were health and care related, with a further 26% relating to State Benefits for older people, resulting in over £2,082,433 of extra money being claimed. Volunteers support the service over the telephone, including the completion of benefit forms, though some outreach visits are now taking place.

#### 10. Lasting Power of Attorney

Following a series of workshops led by Age UK this service was set up in June 2021, with the first LPAs being arranged at the beginning of September 2021. To March 2023 115 LPAs were completed and sent to the Office of the Public Guardian for registration. The service is well regarded and numbers of referrals are increasing.

#### 11. Men in Sheds

The Men in Sheds project operates from the campus of Merrist Wood College. It is open 4 days per week with 2 sessions a day, each managed by a co-ordinator and volunteers. The Shed offers a welcome social activity for the Shedders who are socially isolated and an opportunity to learn or improve woodworking skills. Many different community projects have been undertaken and the work is sold to buy more materials for other projects. During 2022/23 there were 843 sessions of 3 hours each session. Up to 35 Shedders attend The Shed.

#### 12. My Life, My Story

My Life, My Story is a volunteer-led project which is open to those over 50 in Surrey. We have registered and trained 5 Life Story Volunteers to work with our clients to capture their stories and their pictures, to produce a social and family history they can share with friends, family and future generations, which also serves as a resource for future care needs. 1 volunteer acts as Lead Volunteer, overseeing the project and providing training on the software. During the year the volunteers worked with 5 clients over 8 sessions each, totaling 40 sessions, to produce their personal Life Story books.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2023

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#### 13. Retail

In March 2022 Age UK Surrey opened its first retail charity shop in Haslemere using funds from Reserves designated to open 3 shops. During 2022/23 2 more shops were opened in Esher and Lingfield. The shops are delivering a substantial income to the Charity. They sell top quality stock.

#### 14. Scams Awareness Project

During 2022/23 39 talks were given, there were 1,045 attendees and 496 leaflets were distributed. 6 of the talks were online and 33 were in person.

#### 15. Shopmobility

The Charity manages the Shopmobility Service on behalf of Guildford Borough Council and has done since 2009. 570 people made 1,625 trips in the year.

#### 16. Tea and Chat

14 volunteers lead a programme of regular tea and chat activity sessions in Tandridge. They take place in Caterham fortnightly, and Lingfield and Oxted on a monthly basis. During 2022/23 24 tea and chat sessions were held with 30 regular clients.

#### 17. Tech Support

The drop-in centre usually operates every weekday morning from a sheltered housing unit in Guildford and is run by a team of 12 volunteers, offering one to one tuition on laptops or other forms of technology. The service has supported 54 clients during the 2022/23 year. Support is also offered 1 day a week at The Clockhouse.

### **Structure, Governance and Management**

Age UK Surrey is incorporated as a private company, limited by guarantee and registered as a charity. The Memorandum of Association and Articles of Association govern the charitable company. The Charity is a Brand Partner of Age UK and has a brand partnership agreement to which it adheres (the Brand Partner agreement has been extended till 2024 and will then be renewed). Policies and procedures are adopted locally.

Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise and experience in directing a charity aiming to support the needs of older people. Trustees are elected for 1, 2 or 3 years, with a maximum 6 years being served before stepping down. The Chair is elected from the Trustee body.

Day to day operations are managed by a staff management team led by the Chief Executive, who is appointed by the Trustees. There were 3 senior managers who formed the Leadership Team – Head of Operations, Head of Finance and Support Services, and Head of Marketing and Business Development. The Head of Operations post is currently vacant.

The Board is responsible for the strategic direction of the Charity. The CEO and the Leadership Team devise an annual Operating Plan which is approved and monitored by the Board. The CEO is responsible for operational decisions and reports back regularly to the Board on progress.

The Charity has a Pay Policy which enables a pay review once per year. The Board agrees whether there are funds allocated to this and the CEO implements it according to procedures. Salaries are benchmarked with other local charitable organisations by using a specific website.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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#### Trustees

Trustees of the Charity in March 2023 were as described on page 1.

Throughout the year the Charity is governed and directed by the Board of Trustees (Directors). The Board met 9 times in the year.

The Charity has kept under review the skills and experience of its Trustees to provide leadership and strategic direction and is in touch with both the voluntary sector and statutory contacts to source possible new trustees as necessary. New Trustees receive induction training at the Charity, from external sources and from Age UK. A day's induction is followed by spending time with the Senior Managers and shadowing staff. Update training takes place when necessary. Each Trustee has a file with training records.

No member of the Trustee Board had any beneficial interest in any contract with the Charity or its subsidiary company, Age UK Surrey (Trading) Limited during the year.

#### Risks and Uncertainties

The Charity carries out a full risk assessment of its operations on an annual basis. The top line risks are reviewed and systems and procedures developed to minimise the level of risk undertaken.

The Charity has policies and procedures in place to ensure compliance with legal and financial requirements.

The Trustees have formally reviewed the major risks inherent in the Charity's operations and these are summarised below:

1. Uncertainty in the Level and Sources of Income to Maintain the Services Provided to Older People

This is segmented between statutory sources, which provide support for specific programmes and make up 18% of income, and the services we provide directly to older people covering 54%. The balance is drawn from voluntary income. Statutory funding is becoming less certain and the level of voluntary income is always unknown.

2. Loss of Key Staff and Difficulty of Replacing

The Charity benefits from strongly committed staff. Any major losses place additional pressure on colleagues to fulfil commitments. Succession planning and staff training are reviewed on an ongoing basis. Salaries are reviewed annually.

3. Provision of Services at a Level that is Below the Standard Expected by Clients

The Charity maintains the Age UK Charity Quality Standard (CQS). Regular quality surveys confirm clients' satisfaction and feedback enables us to develop services as necessary.

The Information and Advice Service holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

4. Charity Expenditure Exceeding the Funding Available

The Trustees have determined that the Charity should aim for a minimum general reserve of at least 6 months' average expenditure to ensure key services are not reduced or curtailed in the event of a short term reduction in voluntary or statutory income. Trustees review the financial position very carefully, with regular discussion at Board meetings. All new programmes are evaluated to ensure both viability and durability.

5. Non-compliance with Legal and Professional Standards Expected in Operating a Charity

Some aspects are covered within the CQS quality standard and Board reviews which ensure that the Charity complies with all legislation, has the operating procedures, controls and safeguards in place to provide staff, volunteers and clients with a healthy and safe working environment. Additionally Trustees and managers continually review processes, policies and procedures to ensure compliancy with the appropriate legislation. Insurance cover requirements are regularly reviewed.

Age UK Surrey uses the services of a Health and Safety Consultant and an HR Consultant.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 6. Serious Safeguarding Issue

A Safeguarding Policy and Procedure is in place and all staff receive training.

#### **Financial Performance**

Total incoming resources amounted to £1,361k, a decrease of £187k on the previous year. Expenditure at £1,980k showed an increase of £595k.

The overall operating result showed a total operating loss of £712k in the year.

#### **Reserves**

The Trustees continue to believe that the Charity should aim to support and develop services to meet the needs of older people through strong control on expenditure and the active pursuit of funding opportunities to support plans whilst utilising some reserves to develop charitable services.

At 31st March 2023 the reserves of the Charity totalled £1,630k and comprised the following:

|                                                             | <u>£k</u> |
|-------------------------------------------------------------|-----------|
| 1) Restricted to donor nominated purposes                   | £544      |
| 2) General balance held toward running costs of the Charity | £1,086    |

The Trustees aim to maintain free reserves to provide working capital to the Charity for day to day operations and in the event of closure any additional liabilities that may occur.

Free reserves are defined by the Trustees as total reserves, excluding designated funds and all fixed assets.

The free reserves as at 31st March 2023 were:

|                                    | <u>£k</u> |
|------------------------------------|-----------|
| Total reserves                     | £1,630    |
| Unrestricted tangible fixed assets | £238      |
| Restricted reserves                | £544      |
| Free reserves                      | £848      |

In the opinion of the Trustees, the free reserves maintained by the Charity at present are at a level that covers at least 6 months' working capital and any liabilities that may occur in the event of closure. Estimated closure cost is approximately £500k.

Trustees have developed a Reserves Policy along with an Investment Policy to maximise return with minimal risk to the funds held in General Reserves. Free Reserves are currently at £848k. A sub-committee of the Board was set up to consider the investment of part of the reserves into new income generating and charitable services. Reserves have been used to support running costs and investment in the opening of some retail charity shops and digital marketing of the Help at Home Service.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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#### **Fundraising**

Our fundraising strategy is to maximise funds from grants, trusts and legacies and to develop community and event fundraising. We also give clients the opportunity to donate if they have received a service from us, for example GO50, Tech Support and Information and Advice. We are grateful to the statutory organisations for their support.

We do not work with commercial participators/professional fundraisers.

Age UK Surrey is a member of the Institute of Fundraising and we abide by the IoF and GDPR regulations.

We do not use third parties.

We have a Complaints Procedure within the Charity. We have not received any fundraising complaints this year.

We do not undertake telephone fundraising or cold calling. Receipt of a charitable service is not dependent on a donation.

The Charity is immensely grateful for all legacies received and to all donors for their support, which has enabled us to increase our reserves which will enable us to fund new projects.

Both Trustees and staff continue to look for new ways of raising funds to meet the demand for services provided to older people in the County.

#### **Staff and Volunteers**

We provide the full and wide range of support and services for older people through a combination of paid staff and volunteers. We would like to thank those staff and volunteers for their commitment, dedication and energy in supporting the Charity and the services we provide to older people in the community. We have now implemented a Flexible and Remote Working Policy for staff to enable a better work/life balance.

We estimate that volunteer time was worth more than £189k at the national living wage, providing the backbone for our support to older people in Surrey. The Trustees are particularly grateful for this ongoing level of commitment.

#### **Future Plans of the Charity**

Clearly Covid-19 has had a major effect on service delivery and on the financial position due to reduced service income, but the Charity is doing its best to maximise service income by advertising and promoting paid for services more widely.

Plans during 2023/24 are to:

- Reorganise the Help at Home Service with less staff and rearrange the areas for each co-ordinator, with the aim of increasing the client base.
- To reorganise the Information and Advice offering to utilise more volunteer hours.
- Develop the Check-in and Chat Service to expand using new volunteers.
- Develop the 3 charity retail shops increasing donations, the number of volunteers and the gift aid signups.
- To fully implement a new database, Salesforce, to replace Charity Log. The Clockhouse and activities are to be added in during the year.
- To develop the Lasting Power of Attorney Service further.
- To transform The Clockhouse Day Centre into a thriving centre for the community, to include developing the café.
- To explore collaboration with other local Age Concerns/Age UKs.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2023

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#### **Trustees' Responsibilities in Relation to the Financial Statements**

The Trustees (who are also Directors of Age UK Surrey for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group. This includes incoming resources and application of resources including income and expenditure of the charitable group for the period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (Statement of Recommended Practice).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity and group will continue in operation.

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

In accordance with Company Law, as the Company's Directors, we certify that so far as each of the Directors is aware:

- there is no relevant audit information of which the Charity's Auditor is unaware
- and
- they have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the Charity's Auditor is aware of this information.

#### **Auditor**

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

DocuSigned by:



04FA1773192D471...  
**John Burbridge**

Trustee

Date: 06-Sep-2023

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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**MENZIES**  
BRIGHTER THINKING

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

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#### Opinion

We have audited the financial statements of Age UK Surrey (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including 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 and the Charities Act 2011.

#### 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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 Trustees with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Opinion on other matters prescribed by the Companies Act 2006**

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

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

#### **Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of 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 the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Auditors' 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 Auditors' 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 is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; posting of fraudulent journal entries, authorisation, processing, and payment of fraudulent expenses and timing of revenue recognition.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

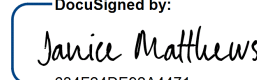
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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### 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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:  
  
634F24DE82A4471  
**Janice Matthews FCA (Senior Statutory Auditor)**  
for and on behalf of  
**Menzies LLP**  
Chartered Accountants  
Statutory Auditor  
Centrum House  
36 Station Road  
Egham  
Surrey  
TW20 9LF  
Date: 06-Sep-2023

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

|                                                                          | Note | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|--------------------------------------------------------------------------|------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                                                      |      |                                    |                                  |                             |                             |
| Donations and legacies                                                   | 3    | 232,214                            | 105,209                          | 337,423                     | 858,128                     |
| Charitable activities                                                    | 4    | 729,813                            | 241,657                          | 971,470                     | 638,027                     |
| Other trading activities                                                 | 5    | 28,505                             | -                                | 28,505                      | 29,590                      |
| Investments                                                              |      | 24,080                             | -                                | 24,080                      | 22,248                      |
| <b>Total income</b>                                                      |      | <b>1,014,612</b>                   | <b>346,866</b>                   | <b>1,361,478</b>            | <b>1,547,993</b>            |
| <b>Expenditure on:</b>                                                   |      |                                    |                                  |                             |                             |
| Raising funds                                                            | 6    | 183,911                            | -                                | 183,911                     | 153,983                     |
| Charitable activities                                                    | 7    | 1,264,827                          | 530,901                          | 1,795,728                   | 1,225,701                   |
| Other expenditure                                                        | 8    | 423                                | -                                | 423                         | 4,912                       |
| <b>Total expenditure</b>                                                 |      | <b>1,449,161</b>                   | <b>530,901</b>                   | <b>1,980,062</b>            | <b>1,384,596</b>            |
| <b>Net (expenditure)/income before net (losses)/gains on investments</b> |      | <b>(434,549)</b>                   | <b>(184,035)</b>                 | <b>(618,584)</b>            | <b>163,397</b>              |
| Net (losses)/gains on investments                                        |      | (93,178)                           | -                                | (93,178)                    | 2,971                       |
| <b>Net (expenditure)/income</b>                                          |      | <b>(527,727)</b>                   | <b>(184,035)</b>                 | <b>(711,762)</b>            | <b>166,368</b>              |
| Transfers between funds                                                  | 20   | (123,985)                          | 123,985                          | -                           | -                           |
| <b>Net movement in funds</b>                                             |      | <b>(651,712)</b>                   | <b>(60,050)</b>                  | <b>(711,762)</b>            | <b>166,368</b>              |
| <b>Reconciliation of funds:</b>                                          |      |                                    |                                  |                             |                             |
| Total funds brought forward                                              |      | 1,737,838                          | 604,246                          | 2,342,084                   | 2,175,716                   |
| Net movement in funds                                                    |      | (651,712)                          | (60,050)                         | (711,762)                   | 166,368                     |
| <b>Total funds carried forward</b>                                       |      | <b>1,086,126</b>                   | <b>544,196</b>                   | <b>1,630,322</b>            | <b>2,342,084</b>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

### BALANCE SHEET

#### AS AT 31 MARCH 2023

|                                                | Note | 2023<br>£        | 2022<br>£        |
|------------------------------------------------|------|------------------|------------------|
| <b>Fixed assets</b>                            |      |                  |                  |
| Tangible assets                                | 15   | 781,800          | 690,455          |
| Investments                                    | 16   | 667,038          | 1,260,216        |
|                                                |      | <b>1,448,838</b> | <b>1,950,671</b> |
| <b>Current assets</b>                          |      |                  |                  |
| Stocks                                         |      | 1,550            | 1,550            |
| Debtors                                        | 17   | 49,328           | 42,852           |
| Cash at bank and in hand                       |      | 267,486          | 550,708          |
|                                                |      | <b>318,364</b>   | <b>595,110</b>   |
| Creditors: amounts falling due within one year | 18   | (126,880)        | (173,697)        |
| <b>Net current assets</b>                      |      | <b>191,484</b>   | <b>421,413</b>   |
| <b>Total assets less current liabilities</b>   |      | <b>1,640,322</b> | <b>2,372,084</b> |
| Provisions for liabilities                     |      | (10,000)         | (30,000)         |
| <b>Total net assets</b>                        |      | <b>1,630,322</b> | <b>2,342,084</b> |
| <b>Charity funds</b>                           |      |                  |                  |
| Restricted funds                               | 20   | 544,196          | 604,246          |
| Unrestricted funds                             | 20   | 1,086,126        | 1,737,838        |
| <b>Total funds</b>                             |      | <b>1,630,322</b> | <b>2,342,084</b> |

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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AGE UK SURREY  
(A Company Limited by Guarantee)

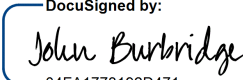
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BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2023

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The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

DocuSigned by:  
  
04FA1773192D471.....  
**John Frederick Burbridge**

Date: 06-Sep-2023

The notes on pages 19 to 44 form part of these financial statements.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

|                                                            | 2023<br>£        | 2022<br>£        |
|------------------------------------------------------------|------------------|------------------|
| <b>Cash flows from operating activities</b>                |                  |                  |
| Net cash used in operating activities                      | (638,887)        | 783,455          |
| <b>Cash flows from investing activities</b>                |                  |                  |
| Dividends, interests and rents from investments            | 24,080           | 22,248           |
| Proceeds from the sale of tangible fixed assets            | (169,049)        | (702,806)        |
| Proceeds from sale of investments                          | 500,000          | 463,740          |
| Purchase of investments                                    | -                | (451,916)        |
| Loss on disposal                                           | 634              | -                |
| <b>Net cash provided by/(used in) investing activities</b> | <b>355,665</b>   | <b>(668,734)</b> |
| <b>Change in cash and cash equivalents in the year</b>     | <b>(283,222)</b> | <b>114,721</b>   |
| Cash and cash equivalents at the beginning of the year     | 550,708          | 435,987          |
| <b>Cash and cash equivalents at the end of the year</b>    | <b>267,486</b>   | <b>550,708</b>   |

The notes on pages 19 to 44 form part of these financial statements

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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#### 1. General information

Age UK Surrey is a private charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address (and principal place of business) is The Clockhouse Community Centre, Chapel Lane, Godalming, Surrey, GU8 5EZ.

#### 2. Accounting policies

##### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Surrey 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.

##### 2.2 Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having considered the charity's income streams and costs, 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 or to the ability of the group to continue in operation.

##### 2.3 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.

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 measured reliably 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.

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 of the provision of a specified service is deferred until the criteria for income recognition are met.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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#### 2. Accounting policies (continued)

##### 2.4 Expenditure

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 relate to the costs incurred by the charity 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 delivering services to further the purposes of the charity and their associated support costs

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

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

##### 2.5 Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

##### 2.6 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 institution with whom the funds are deposited.

##### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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#### 2. Accounting policies (continued)

##### 2.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

The estimated useful lives are as follows:

|                              |                             |
|------------------------------|-----------------------------|
| Freehold property            | - 34 years                  |
| Long-term leasehold property | - 9 years                   |
| Property improvements        | - 3 - 5 years straight line |
| Motor vehicles               | - 4 years straight line     |
| Fixtures and fittings        | - over lease term           |
| Office equipment             | - 25% straight line         |
| Computer equipment           | - 35% straight line         |
| Other fixed assets           | - 25% straight line         |

##### 2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Gains (or losses) on sales of investments during the period, calculated as the sale proceeds less the market value at the start of the period or cost, if later, are credited (or debited) to the statement of comprehensive income. Unrealised gains (or losses) arising in the period are credited (or debited) to the statement of comprehensive income.

The reported surplus (or deficit) on ordinary activities is adjusted for the realisation of prior period gains (or losses) on investments to arrive at the historical cost surplus (or deficit) for the period.

Investments in subsidiaries are valued at cost less provision for impairment.

##### 2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

##### 2.10 Debtors

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

##### 2.11 Liabilities

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.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 2. Accounting policies (continued)

##### 2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### 2.13 Operating leases

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

##### 2.14 Pensions

The charity operates a defined contribution scheme for the benefit of certain employees. The costs of the contributions are expensed to the Statement of Financial Activities (SOFA) in the year they are payable.

##### 2.15 Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

#### 3. Income from donations and legacies

|                         | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|-------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Grants</b>           |                                    |                                  |                             |                             |
| Grants                  | 11,600                             | 58,504                           | <b>70,104</b>               | 40,660                      |
| Charitable Trusts       | -                                  | 28,448                           | <b>28,448</b>               | 29,907                      |
| Other grants - furlough | -                                  | -                                | -                           | 4,048                       |
| <b>Total grants</b>     | <b>11,600</b>                      | <b>86,952</b>                    | <b>98,552</b>               | <b>74,615</b>               |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 3. Income from donations and legacies (continued)

|                   | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|-------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Donations         | 57,503                             | 18,257                           | 75,760                      | 750,593                     |
| Legacies          | 161,419                            | -                                | 161,419                     | 32,781                      |
| Sundry income     | 1,692                              | -                                | 1,692                       | 139                         |
| <b>Subtotal</b>   | <b>220,614</b>                     | <b>18,257</b>                    | <b>238,871</b>              | <b>783,513</b>              |
|                   | 232,214                            | 105,209                          | 337,423                     | 858,128                     |
| <i>Total 2022</i> | <i>249,008</i>                     | <i>609,120</i>                   | <i>858,128</i>              |                             |

Other grants includes government grants received from the Coronavirus Job Retention Scheme of £Nil (2022: £4,048).

#### 4. Income from charitable activities

|                                                                                                                                   | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities in the County and charitable trusts | -                                  | 241,657                          | 241,657                     | 197,553                     |
| Services provided to clients - Retail                                                                                             | 268,690                            | -                                | 268,690                     | 11,386                      |
| Services provided to clients - Clockhouse                                                                                         | 84,819                             | -                                | 84,819                      | 47,700                      |
| Services provided to clients - Help at Home                                                                                       | 376,304                            | -                                | 376,304                     | 381,388                     |
| <b>Total 2023</b>                                                                                                                 | <b>729,813</b>                     | <b>241,657</b>                   | <b>971,470</b>              | <b>638,027</b>              |
| <i>Total 2022</i>                                                                                                                 | <i>440,474</i>                     | <i>197,553</i>                   | <i>638,027</i>              |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 5. Income from other trading activities

##### Income from fundraising events

|                                         | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|-----------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Events and other fundraising activities | -                                  | -                           | 1,085                       |
| <i>Total 2022</i>                       | 1,085                              | 1,085                       |                             |

##### Income from non charitable trading activities

|                                     | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|-------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Compensation for ceasing of trading | 28,505                             | 28,505                      | 28,505                      |
| <i>Total 2022</i>                   | 28,505                             | 28,505                      |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 6. Expenditure on raising funds

##### Costs of raising voluntary income

|                                  | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Rent & rates, utilities          | 2,119                              | <b>2,119</b>                | 818                         |
| Premises                         | 966                                | <b>966</b>                  | 646                         |
| Advertising and marketing        | 29,239                             | <b>29,239</b>               | -                           |
| Subscriptions                    | 1,909                              | <b>1,909</b>                | 2,384                       |
| Other costs                      | 2,895                              | <b>2,895</b>                | 936                         |
| Insurance                        | 2,338                              | <b>2,338</b>                | 2,321                       |
| Food                             | -                                  | -                           | 2,698                       |
| Company vehicle                  | -                                  | -                           | 381                         |
| Recruitment fees                 | 335                                | <b>335</b>                  | 66                          |
| Staff welfare                    | 184                                | <b>184</b>                  | 386                         |
| Computer and software            | 8,107                              | <b>8,107</b>                | 7,097                       |
| Printing, postage and stationery | 1,255                              | <b>1,255</b>                | -                           |
| Consultancy                      | -                                  | -                           | 23,707                      |
| Staff costs                      | 92,691                             | <b>92,691</b>               | 77,388                      |
| Depreciation                     | 6,718                              | <b>6,718</b>                | -                           |
| Support costs                    | 35,155                             | <b>35,155</b>               | 35,155                      |
|                                  | <b>183,911</b>                     | <b>183,911</b>              | 153,983                     |
| <i>Total 2022</i>                | <i>153,983</i>                     | <i>153,983</i>              |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 7. Analysis of expenditure on charitable activities

##### Summary by fund type

|                          | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>2023<br>£ | Total<br>2022<br>£ |
|--------------------------|------------------------------------|----------------------------------|--------------------|--------------------|
| Services to older people | 1,264,827                          | 530,901                          | <b>1,795,728</b>   | 1,225,701          |
| <i>Total 2022</i>        | <i>746,879</i>                     | <i>478,822</i>                   | <i>1,225,701</i>   |                    |

#### 8. Other expenditure

|                                  | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|----------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Loss on disposal of fixed assets | 423                                | <b>423</b>                  | 4,912                       |
| <i>Total 2022</i>                | <i>4,912</i>                       | <i>4,912</i>                |                             |

#### 9. Analysis of expenditure by activities

|                          | Activities<br>undertaken<br>directly<br>2023<br>£ | Support<br>costs<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|--------------------------|---------------------------------------------------|-------------------------------|-----------------------------|-----------------------------|
| Services to older people | 1,375,984                                         | 419,744                       | <b>1,795,728</b>            | 1,225,701                   |
| <i>Total 2022</i>        | <i>909,303</i>                                    | <i>316,398</i>                | <i>1,225,701</i>            |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 9. Analysis of expenditure by activities (continued)

##### Analysis of direct costs

|                                  | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|----------------------------------|-----------------------------|-----------------------------|
| Staff costs                      | 863,829                     | 612,491                     |
| Depreciation                     | 90,243                      | 24,809                      |
| Rent & rates, utilities          | 85,704                      | 34,867                      |
| Premises                         | 33,175                      | 28,420                      |
| Advertising and marketing        | 5,480                       | 37,967                      |
| Activities and Events            | 5,255                       | 1,966                       |
| Bank charges                     | 3,508                       | 532                         |
| Computer and software            | 16,216                      | 14,193                      |
| Insurance                        | 16,787                      | 9,039                       |
| Food                             | 21,513                      | 2,361                       |
| Other costs                      | 73,369                      | 14,699                      |
| Printing, postage and stationery | 11,299                      | 9,950                       |
| Recruitment fees                 | 5,029                       | 995                         |
| Staff welfare                    | 552                         | 1,156                       |
| Subscriptions                    | 5,728                       | 7,152                       |
| Telephone                        | 28,414                      | 28,717                      |
| Training, meetings & conferences | 4,627                       | 4,574                       |
| Travel                           | 15,737                      | 6,436                       |
| Subsidy Home Helps               | 5,728                       | 7,138                       |
| Consultancy                      | 77,161                      | 55,317                      |
| Dilapidations                    | -                           | 5,000                       |
| Company vehicle                  | 6,630                       | 1,524                       |
|                                  | <b>1,375,984</b>            | <b>909,303</b>              |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 9. Analysis of expenditure by activities (continued)

##### Analysis of support costs

|                                                   | <b>Total<br/>funds<br/>2023<br/>£</b> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|---------------------------------------------------|---------------------------------------|---------------------------------------|
| Staff costs                                       | <b>330,856</b>                        | 240,370                               |
| Depreciation                                      | <b>3,309</b>                          | -                                     |
| Rent & rates, utilities                           | <b>10,597</b>                         | 4,092                                 |
| Premises                                          | <b>4,832</b>                          | 3,230                                 |
| Advertising and marketing                         | -                                     | 11,990                                |
| Activities and Events                             | <b>1,631</b>                          | 621                                   |
| Bank charges                                      | <b>3,509</b>                          | 532                                   |
| Computer and software                             | <b>56,751</b>                         | 49,677                                |
| Legal and professional                            | <b>38,025</b>                         | 39,681                                |
| Food                                              | -                                     | 562                                   |
| Other costs                                       | <b>3,864</b>                          | 147                                   |
| Recruitment fees                                  | <b>1,341</b>                          | 265                                   |
| Staff welfare                                     | <b>184</b>                            | 386                                   |
| Support costs allocated to fundraising activities | <b>(35,155)</b>                       | (35,155)                              |
| <b>Total 2023</b>                                 | <b>419,744</b>                        | 316,398                               |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 10. Expenditure on charitable activities: Services to older people

|                                                      | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>The cost of these programmes are noted below:</b> |                                    |                                  |                             |                             |
| Information and advice                               | 58,129                             | 233,099                          | <b>291,228</b>              | 254,736                     |
| I & A - Haslemere                                    | 100                                | 60,320                           | <b>60,420</b>               | 28,304                      |
| Help at Home                                         | 414,800                            | -                                | <b>414,800</b>              | 397,142                     |
| Making Connections Runnymede & Spelthorne            | 7,007                              | 74,058                           | <b>81,065</b>               | 110,076                     |
| Guildford Computer Drop in Centre                    | 70                                 | 581                              | <b>651</b>                  | -                           |
| Shopmobility Service in Guildford                    | 2,879                              | 62,094                           | <b>64,973</b>               | 64,150                      |
| Retail                                               | 403,103                            | -                                | <b>403,103</b>              | 134,247                     |
| Lasting Power of Atourney                            | 174,602                            | -                                | <b>174,602</b>              | 28,695                      |
| Haslemere                                            | -                                  | -                                | -                           | 6,301                       |
| Tea & Chat                                           | 70                                 | 168                              | <b>238</b>                  | 1,200                       |
| Hospital activities                                  | 1,572                              | 5,000                            | <b>6,572</b>                | 4,200                       |
| Go50                                                 | 793                                | 1,237                            | <b>2,030</b>                | 1,048                       |
| Men in Sheds                                         | 12,286                             | 28,787                           | <b>41,073</b>               | 36,126                      |
| Clockhouse Café                                      | 71,121                             | 11,766                           | <b>82,887</b>               | -                           |
| Clockhouse activities                                | 272                                | 52,699                           | <b>52,971</b>               | 18,253                      |
| Clockhouse carer                                     | -                                  | -                                | -                           | 6,832                       |
| My Life My Story                                     | 240                                | 1,092                            | <b>1,332</b>                | 58                          |
| Governance                                           | 35,155                             | -                                | <b>35,155</b>               | 55,477                      |
| Fundraising                                          | 82,628                             | -                                | <b>82,628</b>               | 78,856                      |
|                                                      | <b>1,264,827</b>                   | <b>530,901</b>                   | <b>1,795,728</b>            | <b>1,225,701</b>            |
| <i>Total 2022</i>                                    | <i>746,879</i>                     | <i>478,822</i>                   | <i>1,225,701</i>            |                             |

#### 11. Auditors' remuneration

|                                                                                      | 2023<br>£     | 2022<br>£ |
|--------------------------------------------------------------------------------------|---------------|-----------|
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | <b>10,550</b> | 7,040     |
| Fees payable to the Charity's auditor in respect of:                                 |               |           |
| All non-audit services not included above                                            | <b>1,900</b>  | 1,650     |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 12. Staff costs

|                                                      | 2023<br>£        | 2022<br>£      |
|------------------------------------------------------|------------------|----------------|
| Wages and salaries                                   | 1,159,624        | 842,793        |
| Social security costs                                | 92,638           | 58,923         |
| Contribution to defined contribution pension schemes | 35,114           | 28,533         |
|                                                      | <u>1,287,376</u> | <u>930,249</u> |

The average number of persons employed by the Charity during the year was as follows:

|                                        | 2023<br>No. | 2022<br>No. |
|----------------------------------------|-------------|-------------|
| Direct charitable                      | 51          | 37          |
| Management, administration and support | 4           | 4           |
|                                        | <u>55</u>   | <u>41</u>   |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | 2023<br>No. | 2022<br>No. |
|-------------------------------|-------------|-------------|
| In the band £60,001 - £70,000 | 1           | 1           |

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £287,801 (2022: £279,730).

#### 13. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

#### 14. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary gift aids available profits to the parent charity. Its charge to corporation tax in the year was £nil (2022: £nil).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 15. Tangible fixed assets

|                          | Freehold<br>property<br>£ | Long-term<br>leasehold<br>property<br>£ | Property<br>improvements<br>£ | Motor<br>vehicles<br>£ | Fixtures and<br>fittings<br>£ | Office<br>equipment<br>£ | Computer<br>equipment<br>£ | Other fixed<br>assets<br>£ | Total<br>£ |
|--------------------------|---------------------------|-----------------------------------------|-------------------------------|------------------------|-------------------------------|--------------------------|----------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 1 April 2022          | 501,876                   | 20,627                                  | 118,341                       | 10,939                 | 13,571                        | 62,067                   | 49,315                     | 23,400                     | 800,136    |
| Additions                | -                         | -                                       | 160,829                       | -                      | -                             | -                        | 3,467                      | 4,753                      | 169,049    |
| Disposals                | -                         | -                                       | -                             | -                      | -                             | (62,067)                 | -                          | -                          | (62,067)   |
| At 31 March 2023         | 501,876                   | 20,627                                  | 279,170                       | 10,939                 | 13,571                        | -                        | 52,782                     | 28,153                     | 907,118    |
| <b>Depreciation</b>      |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 1 April 2022          | 3,800                     | 764                                     | 2,138                         | 912                    | 1,131                         | 61,433                   | 16,103                     | 23,400                     | 109,681    |
| Charge for the year      | 4,940                     | 2,063                                   | 49,780                        | 2,188                  | 2,714                         | -                        | 14,730                     | 655                        | 77,070     |
| On disposals             | -                         | -                                       | -                             | -                      | -                             | (61,433)                 | -                          | -                          | (61,433)   |
| At 31 March 2023         | 8,740                     | 2,827                                   | 51,918                        | 3,100                  | 3,845                         | -                        | 30,833                     | 24,055                     | 125,318    |
| <b>Net book value</b>    |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 31 March 2023         | 493,136                   | 17,800                                  | 227,252                       | 7,839                  | 9,726                         | -                        | 21,949                     | 4,098                      | 781,800    |
| At 31 March 2022         | 498,076                   | 19,863                                  | 116,203                       | 10,027                 | 12,440                        | 634                      | 33,212                     | -                          | 690,455    |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 16. Fixed asset investments

|                          | Investments<br>in subsidiary<br>companies<br>£ | Listed<br>investments<br>£ | Total<br>£ |
|--------------------------|------------------------------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                                                |                            |            |
| At 1 April 2022          | 2                                              | 1,260,214                  | 1,260,216  |
| Funds extracted          | -                                              | (500,000)                  | (500,000)  |
| Revaluations             | -                                              | (93,178)                   | (93,178)   |
| At 31 March 2023         | 2                                              | 667,036                    | 667,038    |

#### Net book value

|                  |   |           |           |
|------------------|---|-----------|-----------|
| At 31 March 2023 | 2 | 667,036   | 667,038   |
| At 31 March 2022 | 2 | 1,260,214 | 1,260,216 |

#### Investments comprise:

|                   | 2023<br>£ | 2022<br>£ |
|-------------------|-----------|-----------|
| UK Bonds          | 61,496    | 162,993   |
| UK Equities       | 75,021    | 130,880   |
| Overseas Equities | 199,789   | 334,284   |
| Overseas Bonds    | 132,279   | 286,737   |
| Other             | 181,570   | 325,001   |
| Cash              | 16,881    | 20,319    |
|                   | 667,036   | 1,260,214 |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 16. Fixed asset investments (continued)

##### Principal subsidiaries

The following were subsidiary undertakings of the Charity:

| Names                                | Company number | Principal activity | Class of shares | Holding |
|--------------------------------------|----------------|--------------------|-----------------|---------|
| Age UK Surrey (Trading) Limited      | 04184776       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey Limited           | 10067316       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey (Trading) Limited | 10067234       | Dormant            | Ordinary        | 100%    |
| Age UK Runnymede and Spelthorne      | 06523366       | Dormant            | Ordinary        | 100%    |
| The Orchard Club (Haslemere)         | 07816560       | Dormant            | Ordinary        | 100%    |

The financial results of the subsidiaries for the year were:

| Names                           | Net assets<br>£ |
|---------------------------------|-----------------|
| Age UK Surrey (Trading) Limited | 2               |

The charitable company owns the whole of the issued ordinary share capital of AGE UK Surrey (Trading) Limited, a company registered in England. The subsidiary ceased trading in December 2019.

Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited, Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from preparing and filing individual accounts by virtue of s394A and s448A of the Companies Act 2006 for dormant companies.

Age UK Surrey (Trading) Limited, Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from audit by virtue of s479A of the Companies Act 2006.

#### 17. Debtors

|                                | 2023<br>£     | 2022<br>£     |
|--------------------------------|---------------|---------------|
| <b>Due within one year</b>     |               |               |
| Trade debtors                  | 330           | 6,400         |
| Prepayments and accrued income | 48,998        | 36,452        |
|                                | <b>49,328</b> | <b>42,852</b> |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 18. Creditors: Amounts falling due within one year

|                                        | 2023<br>£      | 2022<br>£      |
|----------------------------------------|----------------|----------------|
| Trade creditors                        | 33,209         | 77,945         |
| Other taxation and social security     | 25,977         | 19,963         |
| Other creditors                        | 290            | -              |
| Accruals and deferred income           | 67,404         | 75,789         |
|                                        | <b>126,880</b> | <b>173,697</b> |
|                                        | 2023<br>£      | 2022<br>£      |
| Deferred income at 1 April 2022        | 52,993         | 11,250         |
| Resources deferred during the year     | 41,885         | 52,993         |
| Amounts released from previous periods | (52,993)       | (11,250)       |
|                                        | <b>41,885</b>  | <b>52,993</b>  |

Deferred income relates to funding received in advance of future projects.

#### 19. Provisions

|                         | Dilapidations<br>£ |
|-------------------------|--------------------|
| At 1 April 2022         | 30,000             |
| Additions               | 58,232             |
| Amounts used            | (78,232)           |
| <b>At 31 March 2023</b> | <b>10,000</b>      |

At the balance sheet date, the Charity has provided for the cost of returning their retail space to the conditions in which they originally leased them. The provision will be released when each lease has expired or been terminated and the dilapidations costs have been incurred.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds

##### Statement of funds - current year

|                                 | Balance at 1<br>April 2022<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2023<br>£ |
|---------------------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
| <b>Unrestricted funds</b>       |                                 |                  |                    |                          |                         |                                  |
| <b>Designated funds</b>         |                                 |                  |                    |                          |                         |                                  |
| Retail and Clockhouse           | 193,040                         | -                | -                  | -                        | -                       | 193,040                          |
|                                 | <u>193,040</u>                  | <u>-</u>         | <u>-</u>           | <u>-</u>                 | <u>-</u>                | <u>193,040</u>                   |
| <b>General funds</b>            |                                 |                  |                    |                          |                         |                                  |
| General Funds                   | 1,544,798                       | 1,014,612        | (1,449,161)        | (123,985)                | (93,178)                | 893,086                          |
| <b>Total Unrestricted funds</b> | <u>1,737,838</u>                | <u>1,014,612</u> | <u>(1,449,161)</u> | <u>(123,985)</u>         | <u>(93,178)</u>         | <u>1,086,126</u>                 |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds (continued)

|                                              | Balance at 1<br>April 2022<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2023<br>£ |
|----------------------------------------------|---------------------------------|-------------|------------------|--------------------------|-------------------------|----------------------------------|
| <b>Restricted funds</b>                      |                                 |             |                  |                          |                         |                                  |
| The Orchard Club (Haslemere)                 | 60,050                          | -           | (60,050)         | -                        | -                       | -                                |
| The Clockhouse                               | 544,196                         | -           | -                | -                        | -                       | 544,196                          |
| Age UK: I&A                                  | -                               | 58,504      | (69,663)         | 11,159                   | -                       | -                                |
| Waverley Borough Council: Befriending        | -                               | 26,174      | (52,869)         | 26,695                   | -                       | -                                |
| Surrey County Council: I&A                   | -                               | 90,292      | (106,416)        | 16,124                   | -                       | -                                |
| Spelthorne Borough Council: I&A              | -                               | 15,000      | (17,658)         | 2,658                    | -                       | -                                |
| Spelthorne Borough Council: Befriending      | -                               | 15,000      | (20,434)         | 5,434                    | -                       | -                                |
| Surrey County Council - Surrey Downs Grants  | -                               | 28,820      | (36,640)         | 7,820                    | -                       | -                                |
| NHS Surrey Heartlands CCG                    | -                               | 21,496      | (26,438)         | 4,942                    | -                       | -                                |
| Guildford Borough Council: Shopmobility      | -                               | 44,874      | (62,094)         | 17,220                   | -                       | -                                |
| Community Foundation for Surrey: Befriending | -                               | 14,741      | (43,496)         | 28,755                   | -                       | -                                |
| Armed Forces: I&A                            | -                               | 13,708      | (16,886)         | 3,178                    | -                       | -                                |
| Dorking                                      | -                               | 18,257      | (18,257)         | -                        | -                       | -                                |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds (continued)

##### Statement of funds - current year (continued)

|                       | Balance at 1<br>April 2022<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2023<br>£ |
|-----------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
|                       | 604,246                         | 346,866          | (530,901)          | 123,985                  | -                       | 544,196                          |
| <b>Total of funds</b> | <b>2,342,084</b>                | <b>1,361,478</b> | <b>(1,980,062)</b> | <b>-</b>                 | <b>(93,178)</b>         | <b>1,630,322</b>                 |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds (continued)

##### Statement of funds - prior year

|                                 | <i>Balance at<br/>1 April 2021<br/>£</i> | <i>Income<br/>£</i> | <i>Expenditure<br/>£</i> | <i>Transfers<br/>in/out<br/>£</i> | <i>Gains/<br/>(Losses)<br/>£</i> | <i>Balance at<br/>31 March<br/>2022<br/>£</i> |
|---------------------------------|------------------------------------------|---------------------|--------------------------|-----------------------------------|----------------------------------|-----------------------------------------------|
| <b>Unrestricted funds</b>       |                                          |                     |                          |                                   |                                  |                                               |
| <b>Designated funds</b>         |                                          |                     |                          |                                   |                                  |                                               |
| Retail and Clockhouse           | 600,000                                  | -                   | (13,489)                 | (393,471)                         | -                                | 193,040                                       |
| Fundraising                     | 35,000                                   | -                   | (25,000)                 | (10,000)                          | -                                | -                                             |
| Help at Home Digital Marketing  | 22,000                                   | -                   | (20,000)                 | (2,000)                           | -                                | -                                             |
| Staff Costs Gardening           | 24,000                                   | -                   | (24,000)                 | -                                 | -                                | -                                             |
|                                 | <u>681,000</u>                           | <u>-</u>            | <u>(82,489)</u>          | <u>(405,471)</u>                  | <u>-</u>                         | <u>193,040</u>                                |
| <b>General funds</b>            |                                          |                     |                          |                                   |                                  |                                               |
| General Funds                   | <u>1,418,835</u>                         | <u>741,320</u>      | <u>(823,285)</u>         | <u>204,957</u>                    | <u>2,971</u>                     | <u>1,544,798</u>                              |
| <b>Total Unrestricted funds</b> | <u>2,099,835</u>                         | <u>741,320</u>      | <u>(905,774)</u>         | <u>(200,514)</u>                  | <u>2,971</u>                     | <u>1,737,838</u>                              |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds (continued)

|                                                       | <i>Balance at<br/>1 April 2021</i><br>£ | <i>Income</i><br>£ | <i>Expenditure</i><br>£ | <i>Transfers<br/>in/out</i><br>£ | <i>Gains/<br/>(Losses)</i><br>£ | <i>Balance at<br/>31 March<br/>2022</i><br>£ |
|-------------------------------------------------------|-----------------------------------------|--------------------|-------------------------|----------------------------------|---------------------------------|----------------------------------------------|
| <b>Restricted funds</b>                               |                                         |                    |                         |                                  |                                 |                                              |
| The Orchard Club<br>(Haslemere)                       | 75,881                                  | 15,314             | (31,145)                | -                                | -                               | 60,050                                       |
| The Clockhouse                                        | -                                       | 550,803            | (6,607)                 | -                                | -                               | 544,196                                      |
| Age UK: I&A                                           | -                                       | 22,574             | (37,553)                | 14,979                           | -                               | -                                            |
| Age UK:<br>Clockhouse activities                      | -                                       | 3,327              | (4,653)                 | 1,326                            | -                               | -                                            |
| Waverley Borough<br>Council: I&A                      | -                                       | 13,500             | (22,457)                | 8,957                            | -                               | -                                            |
| Waverley Borough<br>Council:<br>Befriending           | -                                       | 11,105             | (27,902)                | 16,797                           | -                               | -                                            |
| Surrey County<br>Council: I&A                         | -                                       | 73,310             | (121,948)               | 48,638                           | -                               | -                                            |
| Spelthorne Borough<br>Council: I&A                    | -                                       | 13,500             | (22,457)                | 8,957                            | -                               | -                                            |
| Spelthorne Borough<br>Council:<br>Befriending         | -                                       | 15,000             | (37,688)                | 22,688                           | -                               | -                                            |
| Surrey County<br>Council -<br>Surrey Downs<br>Grants  | -                                       | 2,450              | (5,611)                 | 3,161                            | -                               | -                                            |
| NHS Surrey<br>Heartlands<br>CCG                       | -                                       | 7,250              | (10,735)                | 3,485                            | -                               | -                                            |
| Guildford Borough<br>Council:<br>Shopmobility         | -                                       | 44,874             | (57,735)                | 12,861                           | -                               | -                                            |
| Woking Borough<br>Council:<br>Befriending             | -                                       | 5,000              | (12,563)                | 7,563                            | -                               | -                                            |
| Community<br>Foundation for<br>Surrey:<br>Befriending | -                                       | 7,500              | (18,844)                | 11,344                           | -                               | -                                            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 20. Statement of funds (continued)

##### Statement of funds - prior year (continued)

|                                                               | <i>Balance at<br/>1 April 2021<br/>£</i> | <i>Income<br/>£</i>     | <i>Expenditure<br/>£</i>  | <i>Transfers<br/>in/out<br/>£</i> | <i>Gains/<br/>(Losses)<br/>£</i> | <i>Balance at<br/>31 March<br/>2022<br/>£</i> |
|---------------------------------------------------------------|------------------------------------------|-------------------------|---------------------------|-----------------------------------|----------------------------------|-----------------------------------------------|
| Community<br>Foundation for<br>Surrey:<br>Clockhouse<br>Carer | -                                        | 3,333                   | (4,983)                   | 1,650                             | -                                | -                                             |
| Arnold Clarke<br>Community<br>Fund: Tea &<br>Chat             | -                                        | 1,000                   | (1,080)                   | 80                                | -                                | -                                             |
| Frimley Health<br>NHS<br>Foundation<br>Trust                  | -                                        | 3,671                   | (3,780)                   | 109                               | -                                | -                                             |
| Armed Forces:<br>I&A                                          | -                                        | 11,162                  | (18,568)                  | 7,406                             | -                                | -                                             |
| Dorking                                                       | -                                        | 2,000                   | (32,513)                  | 30,513                            | -                                | -                                             |
|                                                               | <u>75,881</u>                            | <u>806,673</u>          | <u>(478,822)</u>          | <u>200,514</u>                    | <u>-</u>                         | <u>604,246</u>                                |
| <b>Total of funds</b>                                         | <u><u>2,175,716</u></u>                  | <u><u>1,547,993</u></u> | <u><u>(1,384,596)</u></u> | <u><u>-</u></u>                   | <u><u>2,971</u></u>              | <u><u>2,342,084</u></u>                       |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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#### 20. Statement of funds (continued)

##### Purposes of restricted funds

Community Foundation for Surrey has provided a grant to support the costs of the Men in Sheds Project, and Befriending.

In July 2009 the Charity assumed responsibility for operating the Shopmobility Service in Guildford. A contract was signed with Guildford Borough Council to support the programme for three years initially. Guildford Borough Council continues to provide an operating grant to support this programme. The Borough Council has stated its intention to support this service.

I&A is funded by Surrey County Council, Waverley Borough Council, Spelthorne Borough Council and Age UK grants.

NE Hampshire and Farnham CCG provided funding for Making Connections in that area. Age UK Surrey were sub-contracted to Hart Voluntary Action to provide the service in Farnham until June 2020.

The Orchard Club (Haslemere) are funds for the Haslemere area which are represented by monies received from the Orchard Club when it closed down to be utilised on activities within that area

Runnymede and Spelthorne represents a legacy received from Age UK Runnymede and Spelthorne which is to be utilised on activities within that area.

The National Lottery grant enabled our Help at Home to be able to survive the lock down where the service was closed for 3 months and no monies were received. A decision was taken to stop all charges for three months and to continue with reduced funds.

A2 Dominion contributed to the Befriending service.

The Armed Forces covenant provided a grant to support ex-armed forces personnel.

##### Purposes of designated funds

The Retail fund has monies set aside to pay for consultancy and progress the opening of charity shops.

The Fundraising fund is to fund the employment of a fundraiser for the charity.

Help at Home Digital Marketing is funds to expand the service.

Staff Costs are for Gardening to streamline and expand the service.

##### Purposes of general funds

The general fund was used to support overspends on the restricted funds.

A transfer has been made from general funds to restricted funds to fund the expenses of I&A, Men in Sheds, Befriending and other activities.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 21. Summary of funds

##### Summary of funds - current year

|                  | Balance at 1<br>April 2022<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2023<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
| Designated funds | 193,040                         | -                | -                  | -                        | -                       | 193,040                          |
| General funds    | 1,544,798                       | 1,014,612        | (1,449,161)        | (123,985)                | (93,178)                | 893,086                          |
| Restricted funds | 604,246                         | 346,866          | (530,901)          | 123,985                  | -                       | 544,196                          |
|                  | <u>2,342,084</u>                | <u>1,361,478</u> | <u>(1,980,062)</u> | <u>-</u>                 | <u>(93,178)</u>         | <u>1,630,322</u>                 |

##### Summary of funds - prior year

|                  | Balance at<br>1 April 2021<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2022<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|-------------------------------------|
| Designated funds | 681,000                         | -                | (82,489)           | (405,471)                | -                       | 193,040                             |
| General funds    | 1,418,835                       | 741,320          | (823,285)          | 204,957                  | 2,971                   | 1,544,798                           |
| Restricted funds | 75,881                          | 806,673          | (478,822)          | 200,514                  | -                       | 604,246                             |
|                  | <u>2,175,716</u>                | <u>1,547,993</u> | <u>(1,384,596)</u> | <u>-</u>                 | <u>2,971</u>            | <u>2,342,084</u>                    |

#### 22. Analysis of net assets between funds

##### Analysis of net assets between funds - current year

|                                        | Unrestricted<br>funds<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 237,604                            | 544,196                          | 781,800                     |
| Fixed asset investments                | 667,038                            | -                                | 667,038                     |
| Current assets                         | 318,364                            | -                                | 318,364                     |
| Creditors due within one year          | (126,880)                          | -                                | (126,880)                   |
| Provisions for liabilities and charges | (10,000)                           | -                                | (10,000)                    |
| <b>Total</b>                           | <u>1,086,126</u>                   | <u>544,196</u>                   | <u>1,630,322</u>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 22. Analysis of net assets between funds (continued)

##### Analysis of net assets between funds - prior year

|                                        | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Restricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|----------------------------------------|----------------------------------------------|--------------------------------------------|---------------------------------------|
| Tangible fixed assets                  | 146,259                                      | 544,196                                    | 690,455                               |
| Fixed asset investments                | 1,260,216                                    | -                                          | 1,260,216                             |
| Current assets                         | 535,060                                      | 60,050                                     | 595,110                               |
| Creditors due within one year          | (173,697)                                    | -                                          | (173,697)                             |
| Provisions for liabilities and charges | (30,000)                                     | -                                          | (30,000)                              |
| <b>Total</b>                           | <b>1,737,838</b>                             | <b>604,246</b>                             | <b>2,342,084</b>                      |

#### 23. Reconciliation of net movement in funds to net cash flow from operating activities

|                                                                                | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|--------------------------------------------------------------------------------|-------------------|-------------------|
| Net income/expenditure for the year (as per Statement of Financial Activities) | <b>(711,762)</b>  | <b>166,368</b>    |
| <b>Adjustments for:</b>                                                        |                   |                   |
| Depreciation charges                                                           | <b>77,070</b>     | <b>24,809</b>     |
| Losses on investments                                                          | <b>93,178</b>     | <b>(9,886)</b>    |
| Dividends, interests and rents from investments                                | <b>(24,080)</b>   | <b>(22,248)</b>   |
| Decrease/(increase) in stocks                                                  | <b>-</b>          | <b>(1,550)</b>    |
| Decrease/(increase) in debtors                                                 | <b>(6,476)</b>    | <b>502,685</b>    |
| Increase/(decrease) in creditors                                               | <b>(46,817)</b>   | <b>118,277</b>    |
| Increase/(decrease) in provisions                                              | <b>(20,000)</b>   | <b>5,000</b>      |
| <b>Net cash provided by/(used in) operating activities</b>                     | <b>(638,887)</b>  | <b>783,455</b>    |

#### 24. Analysis of cash and cash equivalents

|                                        | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|----------------------------------------|-------------------|-------------------|
| Cash in hand                           | <b>267,486</b>    | <b>550,708</b>    |
| <b>Total cash and cash equivalents</b> | <b>267,486</b>    | <b>550,708</b>    |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 25. Analysis of changes in net debt

|                          | At 1 April<br>2022 | Cash flows       | At 31 March<br>2023 |
|--------------------------|--------------------|------------------|---------------------|
|                          | £                  | £                | £                   |
| Cash at bank and in hand | 550,708            | (283,222)        | 267,486             |
|                          | <u>550,708</u>     | <u>(283,222)</u> | <u>267,486</u>      |

#### 26. Operating lease commitments

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | 2023<br>£      | 2022<br>£      |
|----------------------------------------------|----------------|----------------|
| Not later than 1 year                        | 50,500         | 45,000         |
| Later than 1 year and not later than 5 years | 97,875         | 87,917         |
|                                              | <u>148,375</u> | <u>132,917</u> |

The following lease payments and changes in lease payments have been recognised in the Statement of Financial Activities:

|                                                                          | 2023<br>£     | 2022<br>£     |
|--------------------------------------------------------------------------|---------------|---------------|
| Operating lease rentals                                                  | 49,583        | 33,000        |
| Changes in lease payments arising from COVID-19 related rent concessions | -             | (13,000)      |
|                                                                          | <u>49,583</u> | <u>20,000</u> |

#### 27. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 28. Related party transactions

The son of a trustee was engaged to undertake building work at The Clockhouse, totaling £35,493. The Trustee was not involved in the decision making process.

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# Accounts

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Company registration number: 02803315  
Charity number: 1036450

TRUSTEES' REPORT AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2022

AGE UK SURREY  
(A Company Limited by  
Guarantee)

**MENZIES**  
BRIGHTER THINKING

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

#### FOR THE YEAR ENDED 31 MARCH 2022

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|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Trustees</b>                                      | John Frederick Burbridge, Chair (appointed 28 July 2021)<br>Leslie James Mussett, Chair (resigned 28 July 2021)<br>Joy Susan Allen, Vice Chair (appointed 28 July 2021)<br>Selwyn Clinton Anthony Fernandes, Vice Chair (resigned from office 28/07/2021) (resigned 28 September 2022)<br>Philip Andrew James Currie, Treasurer<br>Lewis Keith Buttress<br>Margaret Clarke (resigned 28 July 2021)<br>Barry James Seymour (resigned 15 September 2021)<br>Jason Paul Webster (appointed 31 May 2022)<br>Sarah Wardle (appointed 28 September 2022)<br>Susan Jennifer Campbell (appointed 28 September 2022) |
| <b>Company registered number</b>                     | 02803315                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Charity registered number</b>                     | 1036450                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Principal Address and Registered Office</b>       | Rex House<br>William Road<br>Guildford<br>Surrey<br>GU1 4QZ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Chief executive officer and Company Secretary</b> | Susan Zirps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Independent auditors</b>                          | Menzies LLP<br>Chartered Accountants<br>Centrum House<br>36 Station Road<br>Egham<br>Surrey<br>TW20 9LF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Bankers</b>                                       | HSBC<br>12a North Street<br>Guildford<br>Surrey<br>GU1 4AF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Independent Adviser to the Board</b>              | Margaret Clarke (appointed 28/07/2021)<br>John Frederick Burbridge (resigned 28/07/2021)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT

### FOR THE YEAR ENDED 31 MARCH 2022

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The Trustees are pleased to present their report and financial statements for the year ended 31st March 2022.

#### **Objects of the Charity**

To support people living in and around Surrey to maximise their independence, wellbeing and quality of life in later years.

#### **Strategic Direction of the Charity**

The Trustees undertook a strategic review during 2017, which resulted in the production of a new Strategic Plan for April 2018 to March 2023, which is reviewed regularly during the year by the Trustees.

Our Strategic Aim is to provide services, support and activities across Surrey to enable people to be resilient throughout the changes and challenges of later life.

Priority 1 – To ensure our services and activities seek to reduce social isolation and loneliness, maintain people's independence and improve their health, wellbeing and resilience.

Priority 2 – To ensure our values are embedded and that all our services are person - centred in order to support delivery of our priorities.

Priority 3 – To be financially sustainable with an increasing emphasis on growing our charged- for services and obtaining longer term funding.

Priority 4 – To raise our brand profile to support fundraising and take up of services.

Priority 5 – To increase the engagement of older people in monitoring our services, to provide ongoing needs analysis and support shaping our services.

Priority 6 – To implement our Social, Economic and Environmental Monitoring and Evaluation Framework with the objective of continuous improvement of our services and activities.

During 2022 the Strategic Plan is being revised to take into account the changed operational environment to reflect, in particular, the investment in retail activities and the acquisition of a complementary charity.

#### **Delivery of Public Benefit**

In line with Age UK, Age UK Surrey adopts charity objectives which focus on independence and enjoyment of later life. The Charity aims to work in co-operation with other organisations, statutory, commercial and voluntary, to support older people by providing a range of services. The Trustees confirm that they have given due consideration to the Charity Commission published Guidance on the operation of the Public Benefit requirement.

#### **Services and Activities of the Charity in 2021/22**

Age UK Surrey, a Brand Partner of Age UK, provides a range of services or support to older people in Surrey, as detailed below. These may be provided solely by the Charity or in partnership with other voluntary organisations and groups across the County.

All these services are made possible by the energy and commitment of our staff and volunteer teams, which comprised 41 staff (full time equivalent 34.78) at March 2022 and 511 active volunteers in the year. Our volunteers work across the whole range of the Charity's services in roles that suit their interests and skills, and based on the amount of time that they can commit. As a result, clients benefit, the Charity benefits and the rewards for volunteers are many. These include developing personal skills, meeting new people and having a sense of satisfaction from providing support to people in the County.

In addition to the services we provide for older people the Charity is also strongly committed to campaigning and interacting with the media where possible. Age UK Surrey campaigns to make life better for older people and particularly focuses on reducing isolation and enabling people to gain full entitlement to welfare benefits.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2022

Age UK Surrey depends financially on the support of statutory and voluntary partners, charges made to clients for individual services together with the generosity of stakeholders and the general public through donations, legacies and attendance at our fundraising events.

Age UK Surrey has continued the good relationship with Age UK and with Age Concerns and similar organisations in the County.

All staff and volunteers participate in induction training, which is broad and covers a range of topics. Ongoing training is provided by iHasco with a huge selection of online courses staff are able to access, some being mandatory, e.g. Information Governance, Safeguarding and Cyber Security.

Strong demand for the range of services has led the Charity to further develop services and activities. This was particularly true this year when the demand for our Information and Advice Service increased again, with older people presenting with all sorts of issues following the pandemic and the decline of the economic climate.

#### 1. Befriending – Guildford, Waverley, Runnymede and Spelthorne

This service supports lonely and isolated older people, many of whom are housebound, with short term one to one support and long term befriending and companionship. During the various lockdowns face to face visits were suspended and volunteers kept in touch with their clients by telephone, letter writing and in some cases via Zoom online meetings. 126 volunteer befrienders have been active during the year and 182 clients have been supported by volunteers and the co-ordinators. The service has been supported by Waverley and Spelthorne Borough Councils.

#### 2. Check-in and Chat

This telephone befriending service was set up to support people who were isolated and lonely during the pandemic and has continued as many people ask for a telephone befriender. We received 175 referrals in 2021/22. Age UK Surrey supported 240 clients with 220 volunteers.

#### 3. Café Culture

Volunteer-led café culture sessions are delivered in Cranleigh and Farnham. 14 clients have benefitted from attending 15 sessions supported by 4 volunteers.

#### 4. Clockhouse Community Centre

On 1st December 2021 Age UK Surrey acquired The Milford and Villages Day Centre (commonly referred to as The Clockhouse); the latter is now an integral business within the framework of Age UK Surrey.

It had become unsustainable financially, with dwindling numbers of clients. Age UK Surrey has undertaken a material refurbishment programme, with more yet to do. The vision is for an All Age Centre with a vibrant café. This is work in progress during 2022/23. We understand that the average number of weekly attendees to be c. 125, a number we aim to materially increase now that the impact of the pandemic is much reduced.

#### 5. Gardening

The Gardening Service is a popular low- cost service across the County, providing basic gardening such as grass cutting, weeding and pruning at an affordable price. A total of 448 clients received a gardening service from 111 registered gardeners in 2021/22.

#### 6. GO50

GO50 provides regular exercise for older people through an ongoing programme of walks. A full walks programme was re-started in July 2021 after Covid restrictions eased. There are 9 walk leaders and 220 clients have participated in walks during the year. There were 149 walks with 1,198 people taking part on these walks (some people take part in several walks).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 7. Help at Home Service

Home Helps offer a wide range of domestic services such as cleaning, laundry, cooking, shopping, dog walking, etc. to support older people to continue to live independently in their own homes. 3 regional co-ordinators operate from 3 offices across the County, supported by 4 administrators. A total of 509 home- helps provided services to 1,740 clients during 2021/22.

#### 8. Hospital Befriending Service

Since November 2014 Age UK Surrey has worked with Virgin Care and subsequently NHS Frimley Health and Care to provide activity sessions and one to one support in Farnham Community Hospital. The service is supported by 9 volunteers and has been well received. 260 clients were supported.

#### 9. Information and Advice

During the past year the demand for this service has been material as people have had concerns post-pandemic and are now concerned about the cost of living and need support. Telephone calls and referrals by email yielded a total of 7,617 enquiries from the public, a 1.35% increase on 2020/21. Core funding for this service is provided by Surrey County Council. Spelthorne Borough Council, Waverley Borough Council and Age UK also provide some funding through grants. Comprehensive monitoring reports are provided to funders. 48% of enquiries in 2021/22 were health and care related, with a further 31% relating to State Benefits for older people, resulting in over £2,037,308 of extra money being claimed. Volunteers support the service over the telephone, including the completion of benefit forms, though some outreach visits are now taking place.

#### 10. Lasting Power of Attorney

Following a series of workshops led by Age UK this service was set up in June 2021, with the first LPAs being arranged at the beginning of September 2021. To March 2022 40 LPAs were completed and sent to the Office of the Public Guardian for registration. We are delighted with the increasing demand for this service.

#### 11. Men in Sheds

The Men in Sheds project operated from a large garage owned by Guildford Borough Council on the site of a day centre and sheltered housing complex in Ash. As of April 2022 the Shed moved to the campus of Merrist Wood College and working with the Shed is a very successful venture, and has opened 4 days per week with 2 sessions a day, each managed by a co-ordinator and volunteers. The Shed offers a welcome social activity for men who are socially isolated and an opportunity to learn or improve woodworking skills. Many different community projects have been undertaken and the work is sold to buy more materials for other projects. Up to 40 men attend The Shed.

#### 12. My Life, My Story

My Life, My Story is a volunteer led project which is open to those over 50 in Surrey. We have registered and trained 7 Life Story Volunteers to work with our clients to capture their stories and their pictures, to produce a social and family history they can share with friends, family and future generations, which also serves as a resource for future care needs. 4 clients have completed their story.

#### 13. Retail

In March 2022 Age UK Surrey opened its first retail charity shop in Haslemere using funds from Reserves designated for a portfolio of 3 shops. A consultant has been supporting us and continues to do so for a few months longer whilst we open 2 more shops in Esher and Lingfield. These will both be open by September 2022. A business plan will be developed based on this first phase to consider any future development.

#### 14. Shopmobility

The Charity manages the Shopmobility Service on behalf of Guildford Borough Council and has done since 2009. Activity post-covid resumed in April 2021 building the days to re-opening fully in June 2021. 194 people made 1,388 trips in the year.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2022

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#### 15. Tea and Chat

10 volunteers lead a programme of regular tea and chat activity sessions in Tandridge. They take place in Caterham fortnightly, and Lingfield and Oxted on a monthly basis. During 2021/22 14 tea and chat sessions were held with 22 regular clients.

#### 16. Tech Support

The drop-in centre usually operates every weekday morning from a sheltered- housing unit in Guildford and is run by a team of 14 volunteers, offering one to one tuition on laptops or other forms of technology. The service has supported 82 clients during the 2021/22 year. Some home support is also offered.

### **Structure, Governance and Management**

Age UK Surrey is incorporated as a private company, limited by guarantee and registered as a charity. The Memorandum of Association and Articles of Association govern the charitable company. The Charity is a Brand Partner of Age UK and has a brand partnership agreement to which it adheres. Policies and procedures are adopted locally.

Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise and experience in directing a charity aiming to support the needs of older people. Trustees are elected for one, two or three years, with a maximum six years being served before stepping down. The Chair is elected from the Trustee body.

Day to day operations are managed by a management team led by the Chief Executive, who is appointed by the Trustees. There are 3 senior managers who form the Leadership Team – Head of Operations, Head of Finance and Support Services, and Head of Marketing and Business Development.

The Board is responsible for the strategic direction of the Charity. The CEO and the Leadership Team devise an annual Operating Plan which is approved and monitored by the Board. The CEO is responsible for operational decisions and reports back regularly to the Board on progress.

The Charity has a Pay Policy which enables a pay review once per year. The Board agrees whether there are funds allocated to this and the CEO implements it according to procedures. Salaries are benchmarked with other local charitable organisations by using a specific website.

### **Trustees**

Trustees of the Charity in March 2022 were as described on page 2.

Throughout the year the Charity is governed and directed by the Board of Trustees (Directors). The Board met eight times in the year.

The Charity has kept under review the skills and experience of its Trustees to provide leadership and strategic direction and is in touch with both the voluntary sector and statutory contacts to source possible new trustees as necessary. New Trustees receive induction training at the Charity, from external sources and from Age UK. A day's induction is followed by spending time with the Senior Managers and shadowing staff. Update training takes place when necessary. Each Trustee has a file with training records.

### **Risks and Uncertainties**

The Charity carries out a full risk assessment of its operations on an annual basis. The top line risks are reviewed and systems and procedures developed to minimise the level of risk undertaken.

The Charity has policies and procedures in place to ensure compliance with legal and financial requirements.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

The Trustees have formally reviewed the major risks inherent in the Charity's operations and these are summarised below:

1. Uncertainty in the Level and Sources of Income to Maintain the Services Provided to Older People

This is segmented between statutory sources, which provide support for specific programmes and make up 25% of income, and the services we provide directly to older people covering 33%. The balance is drawn from voluntary income. Statutory funding is becoming less certain and the level of voluntary income is always unknown. The Covid-19 crisis has had an effect in reducing services' income dramatically, which will take time to rebuild.

2. Loss of Key Staff and Difficulty of Replacing

The Charity benefits from strongly committed staff. Any major losses place additional pressure on colleagues to fulfil commitments. Succession planning and staff training are reviewed on an ongoing basis. Salaries are reviewed annually.

3. Provision of Services at a Level that is Below the Standard Expected by Clients

The Charity maintains the Age UK Charity Quality Standard (CQS). Regular quality surveys confirm clients' satisfaction and feedback enables us to develop services as necessary.

The Information and Advice Service holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

4. Charity Expenditure Exceeding the Funding Available

The Trustees have determined that the Charity should aim for a minimum general reserve of at least 6 months' average expenditure to ensure key services are not reduced or curtailed in the event of a short term reduction in voluntary or statutory income. Trustees review the financial position very carefully, with regular discussion at Board meetings. All new programmes are evaluated to ensure both viability and durability.

5. Non-compliance with Legal and Professional Standards Expected in Operating a Charity

Some aspects are covered within the CQS quality standard and Board reviews which ensure that the Charity complies with relevant legislation, has the operating procedures, controls and safeguards in place to provide staff, volunteers and clients with a healthy and safe working environment. Additionally Trustees and managers continually review processes, policies and procedures to ensure compliance with the appropriate legislation. Insurance cover requirements are regularly reviewed.

Age UK Surrey uses the services of a Health and Safety Consultant and an HR Consultant.

6. Serious Safeguarding Issue

A Safeguarding Policy and Procedure is in place and all staff receive training.

#### **Financial Performance**

Total incoming resources amounted to £1,548k an increase of £113k on the previous year. Expenditure at £1,385k showed an increase of £346k.

The overall operating result showed a total operating surplus of £166k in the year.

#### Reserves

The Trustees continue to believe that the Charity should aim to support and develop services to meet the needs of older people through strong control of expenditure and the active pursuit of funding opportunities to support plans whilst utilising some reserves to develop charitable services. This year £137k reserves were used to support The Clockhouse and £119k to support the development of 3 retail units.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

At 31st March 2022 the reserves of the Charity totalled £2,342k and comprised the following:

|                                                             | £k     |
|-------------------------------------------------------------|--------|
| 1) Restricted to donor nominated purposes                   | £60    |
| 2) Restricted Clockhouse funds                              | £544   |
| 3) Designated funds                                         | £193   |
| 2) General balance held toward running costs of the Charity | £1,545 |

The Trustees aim to maintain free reserves to provide working capital to the Charity for day to day operations and in the event of closure any additional liabilities that may occur.

Free reserves are defined by the Trustees as total reserves, excluding designated funds and all fixed assets.

The free reserves as at 31st March 2022 were:

|                       | £k     |
|-----------------------|--------|
| Total reserves        | £2,342 |
| Designated funds      | £193   |
| Tangible fixed assets | £690   |
| Restricted reserves   | £60    |
| Free reserves         | £1,399 |

This year £193k has been designated for Retail and The Clockhouse.

In the opinion of the Trustees, the free reserves maintained by the Charity at present are at a level that covers at least six months' working capital and any liabilities that may occur in the event of closure. Estimated closure cost is approximately £908k.

Trustees have developed a Reserves Policy along with an Investment Policy to maximise return with minimal risk to the funds held in General Reserves. Free Reserves are currently at £914k. A sub-committee of the Board was set up to consider the investment of part of the reserves into new income generating and charitable services. Reserves have been used to support running costs and investment in the opening of some retail charity shops and digital marketing of the Help at Home Service.

#### Fundraising

Our fundraising strategy is to maximise funds from grants, trusts and legacies and to develop community and event fundraising. We also give clients the opportunity to donate if they have received a service from us, for example GO50, Tech Support and Information and Advice. We are grateful to the statutory organisations for their support.

We do not work with commercial participators/professional fundraisers.

Age UK Surrey is a member of the Institute of Fundraising and we abide by the IoF and GDPR regulations.

We do not use third parties.

We have a Complaints Procedure within the Charity. We have not received any fundraising complaints this year.

We do not undertake telephone fundraising or cold- calling. Receipt of a charitable service is not dependent on a donation.

The Charity is immensely grateful for all legacies received and to all donors for their support, which has enabled us to increase our reserves which will in turn enable us to fund new projects.

Both Trustees and staff continue to look for new ways of raising funds to meet the demand for services provided to older people in the County.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### TRUSTEES' REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### Staff and Volunteers

We provide the full and wide range of support and services for older people through a combination of paid staff and volunteers. We would like to thank those staff and volunteers for their commitment, dedication and energy in supporting the Charity and the services we provide to older people in the community. We have now implemented a Flexible and Remote Working Policy for staff to enable a better work/life balance.

We estimate that volunteer time was worth more than £120k at the national living wage, providing the backbone for our support to older people in Surrey. The Trustees are particularly grateful for this ongoing level of commitment.

#### Future Plans of the Charity

Clearly Covid-19 has had a major effect on service delivery and on the financial position due to reduced service income, but the Charity is doing its best to maximise service income by advertising and promoting paid for services more widely.

Plans during 2022/23 are to:

- Get the Help at Home Service back to pre-pandemic number of clients by investing in digital advertising and replacing staff who have left.
- To reorganise the Information and Advice offering utilising more volunteer hours.
- Develop the Check-in and Chat Service expanding the service using new volunteers.
- Open 3 charity retail shops using the expertise of Ask Charity Retail and to have the third shop open by September 2022.
- To fully implement a new database (Salesforce), to replace Charity Log. Work has begun and the main services are now live.
- To further develop the Lasting Power of Attorney Service.
- To explore collaboration with other local Age Concerns.
- To transform The Clockhouse Day Centre into a thriving centre for the community, to include developing the café.

#### Trustees' Responsibilities in Relation to the Financial Statements

The Trustees (who are also Directors of Age UK Surrey for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group. This includes incoming resources and application of resources including income and expenditure of the charitable group for the period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (Statement of Recommended Practice).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going- concern basis unless it is inappropriate to presume that the Charity and group will continue in operation.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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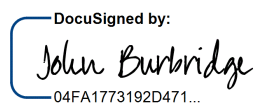
The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the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

In accordance with Company Law, as the Company's Directors, we certify that so far as each of the Directors is aware:

- there is no relevant audit information of which the Charity's Auditor is unaware, and
- they have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the Charity's Auditor is aware of this information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

DocuSigned by:  
  
04FA1773192D471...

**John Burbridge**  
Trustee  
Date: 24-Nov-2022

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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**MENZIES**  
BRIGHTER THINKING

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## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

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### Opinion

We have audited the financial statements of Age UK Surrey (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including 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 and the Charities Act 2011.

### 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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 Trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### **Opinion on other matters prescribed by the Companies Act 2006**

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

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

#### **Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of 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 the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

#### Auditors' 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 Auditors' 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 is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; posting of fraudulent journal entries, authorisation, processing, and payment of fraudulent expenses and timing of revenue recognition.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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#### 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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:



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**Janice Matthews FCA (Senior Statutory Auditor)**

for and on behalf of

**Menzies LLP**

Chartered Accountants

Statutory Auditor

Centrum House

36 Station Road

Egham

Surrey

TW20 9LF

Date: 24-Nov-2022

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

|                                                                 | Note | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-----------------------------------------------------------------|------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                                             |      |                                    |                                  |                             |                             |
| Donations and legacies                                          | 3    | 249,008                            | 609,120                          | 858,128                     | 918,978                     |
| Charitable activities                                           | 4    | 440,474                            | 197,553                          | 638,027                     | 461,711                     |
| Other trading activities                                        | 5    | 29,590                             | -                                | 29,590                      | 28,655                      |
| Investments                                                     |      | 22,248                             | -                                | 22,248                      | 25,488                      |
| <b>Total income</b>                                             |      | <b>741,320</b>                     | <b>806,673</b>                   | <b>1,547,993</b>            | <b>1,434,832</b>            |
| <b>Expenditure on:</b>                                          |      |                                    |                                  |                             |                             |
| Raising funds                                                   | 6    | 153,983                            | -                                | 153,983                     | 102,727                     |
| Charitable activities                                           | 7    | 746,879                            | 478,822                          | 1,225,701                   | 916,419                     |
| Other expenditure                                               | 8    | 4,912                              | -                                | 4,912                       | 20,036                      |
| <b>Total expenditure</b>                                        |      | <b>905,774</b>                     | <b>478,822</b>                   | <b>1,384,596</b>            | <b>1,039,182</b>            |
| <b>Net (expenditure)/income before net gains on investments</b> |      | <b>(164,454)</b>                   | <b>327,851</b>                   | <b>163,397</b>              | <b>395,650</b>              |
| Net gains on investments                                        |      | 2,971                              | -                                | 2,971                       | 187,625                     |
| <b>Net (expenditure)/income</b>                                 |      | <b>(161,483)</b>                   | <b>327,851</b>                   | <b>166,368</b>              | <b>583,275</b>              |
| Transfers between funds                                         | 20   | (200,514)                          | 200,514                          | -                           | -                           |
| <b>Net movement in funds</b>                                    |      | <b>(361,997)</b>                   | <b>528,365</b>                   | <b>166,368</b>              | <b>583,275</b>              |
| <b>Reconciliation of funds:</b>                                 |      |                                    |                                  |                             |                             |
| Total funds brought forward                                     |      | 2,099,835                          | 75,881                           | 2,175,716                   | 1,592,441                   |
| Net movement in funds                                           |      | (361,997)                          | 528,365                          | 166,368                     | 583,275                     |
| <b>Total funds carried forward</b>                              |      | <b>1,737,838</b>                   | <b>604,246</b>                   | <b>2,342,084</b>            | <b>2,175,716</b>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

### BALANCE SHEET

#### AS AT 31 MARCH 2022

|                                                | Note | 2022<br>£        | 2021<br>£        |
|------------------------------------------------|------|------------------|------------------|
| <b>Fixed assets</b>                            |      |                  |                  |
| Tangible assets                                | 15   | 690,455          | 17,369           |
| Investments                                    | 16   | 1,260,216        | 1,257,245        |
|                                                |      | <u>1,950,671</u> | <u>1,274,614</u> |
| <b>Current assets</b>                          |      |                  |                  |
| Stocks                                         |      | 1,550            | -                |
| Debtors                                        | 17   | 42,852           | 545,537          |
| Cash at bank and in hand                       |      | 550,708          | 435,987          |
|                                                |      | <u>595,110</u>   | <u>981,524</u>   |
| Creditors: amounts falling due within one year | 18   | (173,697)        | (55,422)         |
| <b>Net current assets</b>                      |      | <u>421,413</u>   | <u>926,102</u>   |
| <b>Total assets less current liabilities</b>   |      | <u>2,372,084</u> | <u>2,200,716</u> |
| Provisions for liabilities                     |      | (30,000)         | (25,000)         |
| <b>Total net assets</b>                        |      | <u>2,342,084</u> | <u>2,175,716</u> |
| <b>Charity funds</b>                           |      |                  |                  |
| Restricted funds                               | 20   | 604,246          | 75,881           |
| Unrestricted funds                             | 20   | 1,737,838        | 2,099,835        |
| <b>Total funds</b>                             |      | <u>2,342,084</u> | <u>2,175,716</u> |

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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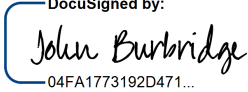
### BALANCE SHEET (CONTINUED)

### AS AT 31 MARCH 2022

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The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

DocuSigned by:  
  
04FA1773192D471...  
**John Burbridge**  
Trustee  
Date: 24-Nov-2022

The notes on pages 18 to 42 form part of these financial statements.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

|                                                            | 2022<br>£        | 2021<br>£      |
|------------------------------------------------------------|------------------|----------------|
| <b>Cash flows from operating activities</b>                |                  |                |
| Net cash used in operating activities                      | 783,455          | 105,851        |
| <b>Cash flows from investing activities</b>                |                  |                |
| Dividends, interests and rents from investments            | 22,248           | 25,488         |
| Purchase of tangible fixed assets                          | (702,806)        | (2,511)        |
| Proceeds from sale of investments                          | 463,740          | 374,524        |
| Purchase of investments                                    | (451,916)        | (354,488)      |
| <b>Net cash (used in)/provided by investing activities</b> | <b>(668,734)</b> | <b>43,013</b>  |
| <b>Change in cash and cash equivalents in the year</b>     | <b>114,721</b>   | <b>148,864</b> |
| Cash and cash equivalents at the beginning of the year     | 435,987          | 287,123        |
| <b>Cash and cash equivalents at the end of the year</b>    | <b>550,708</b>   | <b>435,987</b> |

The notes on pages 18 to 42 form part of these financial statements

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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#### 1. General information

Age UK Surrey is a private charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address (and principal place of business) is Rex House, William Road, Guildford, GU1 4QZ.

#### 2. Accounting policies

##### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Surrey 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.

##### 2.2 Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having considered the charity's income streams and costs, 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 or to the ability of the group to continue in operation.

##### 2.3 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.

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 measured reliably 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.

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 of the provision of a specified service is deferred until the criteria for income recognition are met.

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# AGE UK SURREY

## (A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS

#### FOR THE YEAR ENDED 31 MARCH 2022

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## 2. Accounting policies (continued)

### 2.4 Expenditure

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 relate to the costs incurred by the charity 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 delivering services to further the purposes of the charity and their associated support costs

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

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

### 2.5 Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

### 2.6 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 institution with whom the funds are deposited.

### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 2. Accounting policies (continued)

##### 2.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

The estimated useful lives are as follows:

|                              |                         |
|------------------------------|-------------------------|
| Freehold property            | - 34 years              |
| Long-term leasehold property | - 9 years               |
| Property improvements        | - 2% straight line      |
| Motor vehicles               | - 4 years straight line |
| Fixtures and fittings        | - over lease term       |
| Office equipment             | - 25% straight line     |
| Computer equipment           | - 35% straight line     |
| Other fixed assets           | - 25% straight line     |

##### 2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Gains (or losses) on sales of investments during the period, calculated as the sale proceeds less the market value at the start of the period or cost, if later, are credited (or debited) to the statement of comprehensive income. Unrealised gains (or losses) arising in the period are credited (or debited) to the statement of comprehensive income.

The reported surplus (or deficit) on ordinary activities is adjusted for the realisation of prior period gains (or losses) on investments to arrive at the historical cost surplus (or deficit) for the period.

Investments in subsidiaries are valued at cost less provision for impairment.

##### 2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

##### 2.10 Debtors

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

##### 2.11 Liabilities

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.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 2. Accounting policies (continued)

##### 2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### 2.13 Operating leases

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

##### 2.14 Pensions

The charity operates a defined contribution scheme for the benefit of certain employees. The costs of the contributions are expensed to the Statement of Financial Activities (SOFA) in the year they are payable.

##### 2.15 Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

#### 3. Income from donations and legacies

|                         | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>Grants</b>           |                                    |                                  |                             |                             |
| Grants                  | 12,250                             | 28,410                           | <b>40,660</b>               | 185,137                     |
| Charitable Trusts       | -                                  | 29,907                           | <b>29,907</b>               | 5,166                       |
| Other grants - furlough | 4,048                              | -                                | <b>4,048</b>                | 44,329                      |
| <b>Total grants</b>     | <b>16,298</b>                      | <b>58,317</b>                    | <b>74,615</b>               | 234,632                     |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 3. Income from donations and legacies (continued)

|                   | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Donations         | 199,790                            | 550,803                          | <b>750,593</b>              | 159,908                     |
| Legacies          | 32,781                             | -                                | <b>32,781</b>               | 519,464                     |
| Sundry income     | 139                                | -                                | <b>139</b>                  | 4,974                       |
| <b>Subtotal</b>   | <b>232,710</b>                     | <b>550,803</b>                   | <b>783,513</b>              | <b>684,346</b>              |
|                   | <b>249,008</b>                     | <b>609,120</b>                   | <b>858,128</b>              | <b>918,978</b>              |
| <i>Total 2021</i> | <i>767,899</i>                     | <i>151,079</i>                   | <i>918,978</i>              |                             |

Other grants includes government grants received from the Coronavirus Job Retention Scheme of £4,048 (2021: £44,329).

#### 4. Income from charitable activities

|                                                                                                                                   | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities in the County and charitable trusts | -                                  | 197,553                          | <b>197,553</b>              | 188,044                     |
| Services provided to clients - Retail                                                                                             | 11,386                             | -                                | <b>11,386</b>               | -                           |
| Services provided to clients - Clockhouse                                                                                         | 47,700                             | -                                | <b>47,700</b>               | -                           |
| Services provided to clients - Help at Home                                                                                       | 381,388                            | -                                | <b>381,388</b>              | 273,667                     |
| <b>Total 2022</b>                                                                                                                 | <b>440,474</b>                     | <b>197,553</b>                   | <b>638,027</b>              | <b>461,711</b>              |
| <i>Total 2021</i>                                                                                                                 | <i>273,667</i>                     | <i>188,044</i>                   | <i>461,711</i>              |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 5. Income from other trading activities

##### Income from fundraising events

|                                         | Unrestricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-----------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Events and other fundraising activities | 1,085                              | 1,085                       | 150                         |
| <i>Total 2021</i>                       | 150                                | 150                         |                             |

##### Income from non charitable trading activities

|                                     | Unrestricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Compensation for ceasing of trading | 28,505                             | 28,505                      | 28,505                      |
| <i>Total 2021</i>                   | 28,505                             | 28,505                      |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 6. Expenditure on raising funds

##### Costs of raising voluntary income

|                         | Unrestricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|-------------------------|------------------------------------|-----------------------------|-----------------------------|
| Rent & rates, utilities | 818                                | 818                         | 662                         |
| Premises                | 646                                | 646                         | 151                         |
| Subscriptions           | 2,384                              | 2,384                       | 2,686                       |
| Other costs             | 936                                | 936                         | 302                         |
| Insurance               | 2,321                              | 2,321                       | 2,487                       |
| Food                    | 2,698                              | 2,698                       | -                           |
| Company vehicle         | 381                                | 381                         | -                           |
| Recruitment fees        | 66                                 | 66                          | -                           |
| Staff welfare           | 386                                | 386                         | -                           |
| Computer and software   | 7,097                              | 7,097                       | -                           |
| Consultancy             | 23,707                             | 23,707                      | 2,040                       |
| Staff costs             | 77,388                             | 77,388                      | 67,259                      |
| Support costs           | 35,155                             | 35,155                      | 27,140                      |
|                         | <u>153,983</u>                     | <u>153,983</u>              | <u>102,727</u>              |
| <i>Total 2021</i>       | <u>102,727</u>                     | <u>102,727</u>              |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 7. Analysis of expenditure on charitable activities

##### Summary by fund type

|                          | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>2022<br>£ | Total<br>2021<br>£ |
|--------------------------|------------------------------------|----------------------------------|--------------------|--------------------|
| Services to older people | 746,879                            | 478,822                          | 1,225,701          | 916,419            |
| <i>Total 2021</i>        | 369,191                            | 547,228                          | 916,419            |                    |

#### 8. Other expenditure

|                                              | Unrestricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|----------------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| (Profit / (Loss) on disposal of investments  | -                                  | -                           | 20,036                      |
| (Profit / (Loss) on disposal of fixed assets | 4,912                              | 4,912                       | -                           |
|                                              | 4,912                              | 4,912                       | 20,036                      |
| <i>Total 2021</i>                            | 20,036                             | 20,036                      |                             |

#### 9. Analysis of expenditure by activities

|                          | Activities<br>undertaken<br>directly<br>2022<br>£ | Support<br>costs<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|--------------------------|---------------------------------------------------|-------------------------------|-----------------------------|-----------------------------|
| Services to older people | 909,303                                           | 316,398                       | 1,225,701                   | 916,419                     |
| <i>Total 2021</i>        | 672,163                                           | 244,256                       | 916,419                     |                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 9. Analysis of expenditure by activities (continued)

##### Analysis of direct costs

|                                  | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|----------------------------------|-----------------------------|-----------------------------|
| Staff costs                      | 612,491                     | 534,185                     |
| Depreciation                     | 24,809                      | 12,980                      |
| Rent & rates, utilities          | 34,867                      | 29,149                      |
| Premises                         | 28,420                      | 6,628                       |
| Advertising and marketing        | 37,967                      | 19,288                      |
| Activities and Events            | 1,966                       | 274                         |
| Bank charges                     | 532                         | 1,094                       |
| Computer and software            | 14,193                      | 8,939                       |
| Insurance                        | 9,039                       | 5,802                       |
| Food                             | 2,361                       | -                           |
| Other costs                      | 14,699                      | 6,884                       |
| Printing, postage and stationery | 9,950                       | 5,662                       |
| Recruitment fees                 | 995                         | -                           |
| Staff welfare                    | 1,156                       | 1,926                       |
| Subscriptions                    | 7,152                       | 8,059                       |
| Telephone                        | 28,717                      | 24,401                      |
| Training, meetings & conferences | 4,574                       | 931                         |
| Travel                           | 6,436                       | 1,200                       |
| Subsidy Home Helps               | 7,138                       | -                           |
| Consultancy                      | 55,317                      | 4,761                       |
| Dilapidations                    | 5,000                       | -                           |
| Company vehicle                  | 1,524                       | -                           |
|                                  | <b>909,303</b>              | <b>672,163</b>              |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 9. Analysis of expenditure by activities (continued)

##### Analysis of support costs

|                                                   | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|---------------------------------------------------|---------------------------------------|---------------------------------------|
| Staff costs                                       | <b>240,370</b>                        | 208,909                               |
| Rent & rates, utilities                           | <b>4,092</b>                          | 3,312                                 |
| Premises                                          | <b>3,230</b>                          | 753                                   |
| Advertising and marketing                         | <b>11,990</b>                         | 6,091                                 |
| Activities and Events                             | <b>621</b>                            | 86                                    |
| Bank charges                                      | <b>532</b>                            | 1,095                                 |
| Computer and software                             | <b>49,677</b>                         | 35,757                                |
| Legal and professional                            | <b>39,681</b>                         | 15,003                                |
| Food                                              | <b>562</b>                            | -                                     |
| Other costs                                       | <b>147</b>                            | 390                                   |
| Recruitment fees                                  | <b>265</b>                            | -                                     |
| Staff welfare                                     | <b>386</b>                            | -                                     |
| Support costs allocated to fundraising activities | <b>(35,155)</b>                       | (27,140)                              |
| <b>Total 2022</b>                                 | <b>316,398</b>                        | 244,256                               |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 10. Expenditure on charitable activities: Services to older people

|                                                      | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>The cost of these programmes are noted below:</b> |                                    |                                  |                             |                             |
| Information and advice                               | 25,473                             | 229,263                          | <b>254,736</b>              | 318,672                     |
| I & A - Haslemere                                    | 2,830                              | 25,474                           | <b>28,304</b>               | -                           |
| Help at Home                                         | -                                  | -                                | -                           | 385,121                     |
| Making Connections Runnymede & Spelthorne            | 11,008                             | 99,068                           | <b>110,076</b>              | 38,209                      |
| Guildford Computer Drop in Centre                    | -                                  | -                                | -                           | 574                         |
| Shopmobility Service in Guildford                    | 6,415                              | 57,735                           | <b>64,150</b>               | 52,036                      |
| Making Connections Guildford & Waverley              | -                                  | -                                | -                           | 29,603                      |
| Making Connections NE Hants                          | -                                  | -                                | -                           | 12,885                      |
| Haslemere                                            | 630                                | 5,671                            | <b>6,301</b>                | 12,301                      |
| Tea & Chat                                           | 120                                | 1,080                            | <b>1,200</b>                | -                           |
| Hospital activities                                  | 420                                | 3,780                            | <b>4,200</b>                | -                           |
| Go50                                                 | 105                                | 943                              | <b>1,048</b>                | 512                         |
| Men in Sheds                                         | 3,613                              | 32,513                           | <b>36,126</b>               | 30,292                      |
| Clockhouse activities                                | 1,294                              | 11,647                           | <b>12,941</b>               | -                           |
| Clockhouse carer                                     | 554                                | 4,983                            | <b>5,537</b>                | -                           |
| My Life My Story                                     | -                                  | 58                               | <b>58</b>                   | -                           |
| Governance                                           | 55,477                             | -                                | <b>55,477</b>               | 36,215                      |
|                                                      | <u>107,939</u>                     | <u>472,215</u>                   | <u><b>580,154</b></u>       | <u>916,420</u>              |
| <i>Total 2021</i>                                    | <u>369,192</u>                     | <u>547,228</u>                   | <u>916,420</u>              |                             |

#### 11. Auditors' remuneration

|                                                                                      | 2022<br>£    | 2021<br>£ |
|--------------------------------------------------------------------------------------|--------------|-----------|
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | <b>7,040</b> | 6,400     |
| Fees payable to the Charity's auditor in respect of:                                 |              |           |
| All non-audit services not included above                                            | <b>1,650</b> | 1,500     |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 12. Staff costs

|                                                      | 2022<br>£      | 2021<br>£      |
|------------------------------------------------------|----------------|----------------|
| Wages and salaries                                   | 842,793        | 733,131        |
| Social security costs                                | 58,923         | 50,869         |
| Contribution to defined contribution pension schemes | 28,533         | 26,353         |
|                                                      | <u>930,249</u> | <u>810,353</u> |

During the year redundancy payments of £Nil (2021: £10,649) have been made to staff.

The redundancy and termination costs accrued at the balance sheet date were £nil (2021: £nil)

The average number of persons employed by the Charity during the year was as follows:

|                                        | 2022<br>No. | 2021<br>No. |
|----------------------------------------|-------------|-------------|
| Direct charitable                      | 37          | 34          |
| Management, administration and support | 4           | 3           |
|                                        | <u>41</u>   | <u>37</u>   |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | 2022<br>No. | 2021<br>No. |
|-------------------------------|-------------|-------------|
| In the band £60,001 - £70,000 | 1           | -           |

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £279,730 (2021: £119,686).

#### 13. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £Nil).

#### 14. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary gift aids available profits to the parent charity. Its charge to corporation tax in the year was £nil (2020: £nil).

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 15. Tangible fixed assets

|                          | Freehold<br>property<br>£ | Long-term<br>leasehold<br>property<br>£ | Property<br>Improvements<br>£ | Motor<br>vehicles<br>£ | Fixtures and<br>fittings<br>£ | Office<br>equipment<br>£ | Computer<br>equipment<br>£ | Other fixed<br>assets<br>£ | Total<br>£ |
|--------------------------|---------------------------|-----------------------------------------|-------------------------------|------------------------|-------------------------------|--------------------------|----------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 1 April 2021          | -                         | -                                       | -                             | -                      | -                             | 62,067                   | 44,513                     | 23,400                     | 129,980    |
| Additions                | 501,876                   | 20,627                                  | 118,341                       | 10,939                 | 13,571                        | -                        | 37,452                     | -                          | 702,806    |
| Disposals                | -                         | -                                       | -                             | -                      | -                             | -                        | (32,650)                   | -                          | (32,650)   |
| At 31 March 2022         | 501,876                   | 20,627                                  | 118,341                       | 10,939                 | 13,571                        | 62,067                   | 49,315                     | 23,400                     | 800,136    |
| <b>Depreciation</b>      |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 1 April 2021          | -                         | -                                       | -                             | -                      | -                             | 61,010                   | 28,201                     | 23,400                     | 112,611    |
| Charge for the year      | 3,800                     | 764                                     | 2,138                         | 912                    | 1,131                         | 423                      | 15,641                     | -                          | 24,809     |
| On disposals             | -                         | -                                       | -                             | -                      | -                             | -                        | (27,739)                   | -                          | (27,739)   |
| At 31 March 2022         | 3,800                     | 764                                     | 2,138                         | 912                    | 1,131                         | 61,433                   | 16,103                     | 23,400                     | 109,681    |
| <b>Net book value</b>    |                           |                                         |                               |                        |                               |                          |                            |                            |            |
| At 31 March 2022         | 498,076                   | 19,863                                  | 116,203                       | 10,027                 | 12,440                        | 634                      | 33,212                     | -                          | 690,455    |
| At 31 March 2021         | -                         | -                                       | -                             | -                      | -                             | 1,057                    | 16,312                     | -                          | 17,369     |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 16. Fixed asset investments

|                              | Investments<br>in subsidiary<br>companies<br>£ | Listed<br>investments<br>£ | Total<br>£       |
|------------------------------|------------------------------------------------|----------------------------|------------------|
| <b>Cost or valuation</b>     |                                                |                            |                  |
| At 1 April 2021              | 2                                              | 1,257,243                  | 1,257,245        |
| Additions                    | -                                              | 451,916                    | 451,916          |
| Disposals                    | -                                              | (463,740)                  | (463,740)        |
| Revaluations                 | -                                              | 14,795                     | 14,795           |
|                              | <u>2</u>                                       | <u>1,260,214</u>           | <u>1,260,216</u> |
| At 31 March 2022             |                                                |                            |                  |
|                              | <u>2</u>                                       | <u>1,260,214</u>           | <u>1,260,216</u> |
| <b>Net book value</b>        |                                                |                            |                  |
| At 31 March 2022             | 2                                              | 1,260,214                  | 1,260,216        |
|                              | <u>2</u>                                       | <u>1,260,214</u>           | <u>1,260,216</u> |
| At 31 March 2021             | 2                                              | 1,257,243                  | 1,257,245        |
|                              | <u>2</u>                                       | <u>1,257,243</u>           | <u>1,257,245</u> |
| <b>Investments comprise:</b> |                                                |                            |                  |
|                              |                                                | 2022<br>£                  | 2021<br>£        |
| UK Bonds                     |                                                | 162,993                    | 207,049          |
| UK Equities                  |                                                | 130,880                    | 168,320          |
| Overseas Equities            |                                                | 334,284                    | 312,070          |
| Overseas Bonds               |                                                | 286,737                    | 243,774          |
| Other                        |                                                | 325,001                    | 299,326          |
| Cash                         |                                                | 20,319                     | 26,704           |
|                              |                                                | <u>1,260,214</u>           | <u>1,257,243</u> |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 16. Fixed asset investments (continued)

##### Principal subsidiaries

The following were subsidiary undertakings of the Charity:

| Names                                | Company number | Principal activity | Class of shares | Holding |
|--------------------------------------|----------------|--------------------|-----------------|---------|
| Age UK Surrey (Trading) Limited      | 04184776       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey Limited           | 10067316       | Dormant            | Ordinary        | 100%    |
| Age Concern Surrey (Trading) Limited | 10067234       | Dormant            | Ordinary        | 100%    |
| Age UK Runnymede and Spelthorne      | 06523366       | Dormant            | Ordinary        | 100%    |
| The Orchard Club (Haslemere)         | 07816560       | Dormant            | Ordinary        | 100%    |

The financial results of the subsidiaries for the year were:

| Names                           | Net assets<br>£ |
|---------------------------------|-----------------|
| Age UK Surrey (Trading) Limited | 2               |

The charitable company owns the whole of the issued ordinary share capital of AGE UK Surrey (Trading) Limited, a company registered in England. The subsidiary ceased trading in December 2019.

Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited and Age UK Runnymede and Spelthorne are exempt from preparing and filing individual accounts by virtue of s394A and s448A of the Companies Act 2006 for dormant companies.

Age UK Surrey (Trading) Limited, Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited and Age UK Runnymede and Spelthorne are exempt from audit by virtue of s479A of the Companies Act 2006.

#### 17. Debtors

|                                | 2022<br>£     | 2021<br>£      |
|--------------------------------|---------------|----------------|
| <b>Due within one year</b>     |               |                |
| Trade debtors                  | 6,400         | 10,510         |
| Prepayments and accrued income | 36,452        | 535,027        |
|                                | <b>42,852</b> | <b>545,537</b> |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 18. Creditors: Amounts falling due within one year

|                                        | 2022<br>£      | 2021<br>£     |
|----------------------------------------|----------------|---------------|
| Trade creditors                        | 77,945         | 6,468         |
| Amounts owed to group undertakings     | -              | 2             |
| Other taxation and social security     | 19,963         | 14,047        |
| Accruals and deferred income           | 75,789         | 34,905        |
|                                        | <b>173,697</b> | <b>55,422</b> |
|                                        | 2022<br>£      | 2021<br>£     |
| Deferred income at 1 April 2021        | 11,250         | 34,980        |
| Resources deferred during the year     | 52,993         | 11,250        |
| Amounts released from previous periods | (11,250)       | (34,980)      |
|                                        | <b>52,993</b>  | <b>11,250</b> |

Deferred income relates to funding received in advance of future projects.

#### 19. Provisions

|                         | Dilapidations<br>£ |
|-------------------------|--------------------|
| At 1 April 2021         | 25,000             |
| Additions               | 5,000              |
| <b>At 31 March 2022</b> | <b>30,000</b>      |

At the balance sheet date, the Charity has provided for the cost of returning their office space and retail space to the conditions in which they originally leased them. The provision will be released when each lease has expired or been terminated and the dilapidations costs have been incurred.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds

##### Statement of funds - current year

|                                 | Balance at 1<br>April 2021<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2022<br>£ |
|---------------------------------|---------------------------------|----------------|------------------|--------------------------|-------------------------|----------------------------------|
| <b>Unrestricted funds</b>       |                                 |                |                  |                          |                         |                                  |
| <b>Designated funds</b>         |                                 |                |                  |                          |                         |                                  |
| Retail and Clockhouse           | 600,000                         | -              | (13,489)         | (393,471)                | -                       | 193,040                          |
| Fundraising                     | 35,000                          | -              | (25,000)         | (10,000)                 | -                       | -                                |
| Help at Home Digital Marketing  | 22,000                          | -              | (20,000)         | (2,000)                  | -                       | -                                |
| Staff Costs Gardening           | 24,000                          | -              | (24,000)         | -                        | -                       | -                                |
|                                 | <u>681,000</u>                  | <u>-</u>       | <u>(82,489)</u>  | <u>(405,471)</u>         | <u>-</u>                | <u>193,040</u>                   |
| <b>General funds</b>            |                                 |                |                  |                          |                         |                                  |
| General Funds                   | <u>1,418,835</u>                | <u>741,320</u> | <u>(823,285)</u> | <u>204,957</u>           | <u>2,971</u>            | <u>1,544,798</u>                 |
| <b>Total Unrestricted funds</b> | <u>2,099,835</u>                | <u>741,320</u> | <u>(905,774)</u> | <u>(200,514)</u>         | <u>2,971</u>            | <u>1,737,838</u>                 |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds (continued)

|                                                               | Balance at 1<br>April 2021<br>£ | Income<br>£ | Expenditure<br>£ | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2022<br>£ |
|---------------------------------------------------------------|---------------------------------|-------------|------------------|--------------------------|-------------------------|----------------------------------|
| <b>Restricted funds</b>                                       |                                 |             |                  |                          |                         |                                  |
| The Orchard Club<br>(Haslemere)                               | 75,881                          | 15,314      | (31,145)         | -                        | -                       | 60,050                           |
| The Clockhouse                                                | -                               | 550,803     | (6,607)          | -                        | -                       | 544,196                          |
| Age UK: I&A                                                   | -                               | 22,574      | (37,553)         | 14,979                   | -                       | -                                |
| Age UK:<br>Clockhouse<br>activities                           | -                               | 3,327       | (4,653)          | 1,326                    | -                       | -                                |
| Waverley Borough<br>Council: I&A                              | -                               | 13,500      | (22,457)         | 8,957                    | -                       | -                                |
| Waverley Borough<br>Council:<br>Befriending                   | -                               | 11,105      | (27,902)         | 16,797                   | -                       | -                                |
| Surrey County<br>Council: I&A                                 | -                               | 73,310      | (121,948)        | 48,638                   | -                       | -                                |
| Spelthorne<br>Borough<br>Council: I&A                         | -                               | 13,500      | (22,457)         | 8,957                    | -                       | -                                |
| Spelthorne<br>Borough<br>Council:<br>Befriending              | -                               | 15,000      | (37,688)         | 22,688                   | -                       | -                                |
| Surrey County<br>Council - Surrey<br>Downs Grants             | -                               | 2,450       | (5,611)          | 3,161                    | -                       | -                                |
| NHS Surrey<br>Heartlands CCG                                  | -                               | 7,250       | (10,735)         | 3,485                    | -                       | -                                |
| Guildford Borough<br>Council:<br>Shopmobility                 | -                               | 44,874      | (57,735)         | 12,861                   | -                       | -                                |
| Woking Borough<br>Council:<br>Befriending                     | -                               | 5,000       | (12,563)         | 7,563                    | -                       | -                                |
| Community<br>Foundation for<br>Surrey:<br>Befriending         | -                               | 7,500       | (18,844)         | 11,344                   | -                       | -                                |
| Community<br>Foundation for<br>Surrey:<br>Clockhouse<br>Carer | -                               | 3,333       | (4,983)          | 1,650                    | -                       | -                                |
| Arnold Clarke<br>Community<br>Fund: Tea &<br>Chat             | -                               | 1,000       | (1,080)          | 80                       | -                       | -                                |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds (continued)

##### Statement of funds - current year (continued)

|                                           | Balance at 1<br>April 2021<br>£ | Income<br>£             | Expenditure<br>£          | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2022<br>£ |
|-------------------------------------------|---------------------------------|-------------------------|---------------------------|--------------------------|-------------------------|----------------------------------|
| Frimley Health<br>NHS Foundation<br>Trust | -                               | 3,671                   | (3,780)                   | 109                      | -                       | -                                |
| Armed Forces:<br>I&A                      | -                               | 11,162                  | (18,568)                  | 7,406                    | -                       | -                                |
| Aspire: Men in<br>Sheds                   | -                               | 2,000                   | (32,513)                  | 30,513                   | -                       | -                                |
|                                           | <u>75,881</u>                   | <u>806,673</u>          | <u>(478,822)</u>          | <u>200,514</u>           | <u>-</u>                | <u>604,246</u>                   |
| <b>Total of funds</b>                     | <u><u>2,175,716</u></u>         | <u><u>1,547,993</u></u> | <u><u>(1,384,596)</u></u> | <u><u>-</u></u>          | <u><u>2,971</u></u>     | <u><u>2,342,084</u></u>          |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds (continued)

##### Statement of funds - prior year

|                                 | <i>Balance at<br/>1 April 2020</i><br>£ | <i>Income</i><br>£ | <i>Expenditure</i><br>£ | <i>Transfers<br/>in/out</i><br>£ | <i>Gains/<br/>(Losses)</i><br>£ | <i>Balance at<br/>31 March<br/>2021</i><br>£ |
|---------------------------------|-----------------------------------------|--------------------|-------------------------|----------------------------------|---------------------------------|----------------------------------------------|
| <b>Unrestricted funds</b>       |                                         |                    |                         |                                  |                                 |                                              |
| <b>Designated funds</b>         |                                         |                    |                         |                                  |                                 |                                              |
| Customer service team           | 30,000                                  | -                  | -                       | (30,000)                         | -                               | -                                            |
| Retail and Clockhouse           | 600,000                                 | -                  | -                       | -                                | -                               | 600,000                                      |
| Eagle Radio                     | 10,000                                  | -                  | -                       | (10,000)                         | -                               | -                                            |
| Fundraising                     | 35,000                                  | -                  | -                       | -                                | -                               | 35,000                                       |
| Help at Home Digital Marketing  | -                                       | -                  | -                       | 22,000                           | -                               | 22,000                                       |
| Staff Costs Gardening           | -                                       | -                  | -                       | 24,000                           | -                               | 24,000                                       |
|                                 | <u>675,000</u>                          | <u>-</u>           | <u>-</u>                | <u>6,000</u>                     | <u>-</u>                        | <u>681,000</u>                               |
| <b>General funds</b>            |                                         |                    |                         |                                  |                                 |                                              |
| General Funds                   | <u>771,174</u>                          | <u>1,095,709</u>   | <u>(491,954)</u>        | <u>(143,719)</u>                 | <u>187,625</u>                  | <u>1,418,835</u>                             |
| <b>Total Unrestricted funds</b> | <u>1,446,174</u>                        | <u>1,095,709</u>   | <u>(491,954)</u>        | <u>(137,719)</u>                 | <u>187,625</u>                  | <u>2,099,835</u>                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds (continued)

|                                                        | <i>Balance at<br/>1 April 2020</i><br>£ | <i>Income</i><br>£ | <i>Expenditure</i><br>£ | <i>Transfers<br/>in/out</i><br>£ | <i>Gains/<br/>(Losses)</i><br>£ | <i>Balance at<br/>31 March<br/>2021</i><br>£ |
|--------------------------------------------------------|-----------------------------------------|--------------------|-------------------------|----------------------------------|---------------------------------|----------------------------------------------|
| <b>Restricted funds</b>                                |                                         |                    |                         |                                  |                                 |                                              |
| The Orchard Club<br>(Haslemere)                        | 91,367                                  | -                  | (15,486)                | -                                | -                               | 75,881                                       |
| Runnymede and<br>Spelthorne                            | 54,900                                  | -                  | (54,900)                | -                                | -                               | -                                            |
| Age UK: I&A                                            | -                                       | 35,530             | (79,535)                | 44,005                           | -                               | -                                            |
| A2 Dominion:<br>Befriending                            | -                                       | 2,000              | (2,852)                 | 852                              | -                               | -                                            |
| Armed Forces                                           | -                                       | 8,383              | (11,954)                | 3,571                            | -                               | -                                            |
| National Lottery<br>Fund: Help at<br>Home              | -                                       | 100,000            | (100,000)               | -                                | -                               | -                                            |
| Waverley Borough<br>Council: I&A                       | -                                       | 15,000             | (21,980)                | 6,980                            | -                               | -                                            |
| Waverley Borough<br>Council:<br>Befriending            | -                                       | 5,553              | (7,919)                 | 2,366                            | -                               | -                                            |
| Surrey County<br>Council: I&A                          | -                                       | 81,455             | (119,359)               | 37,904                           | -                               | -                                            |
| Spelthorne<br>Borough<br>Council: I&A                  | -                                       | 30,000             | (43,960)                | 13,960                           | -                               | -                                            |
| Community<br>Foundation for<br>Surrey:<br>Befriending  | -                                       | 2,500              | (3,565)                 | 1,065                            | -                               | -                                            |
| Community<br>Foundation for<br>Surrey: Men in<br>Sheds | -                                       | 2,666              | (27,168)                | 24,502                           | -                               | -                                            |
| Guildford Borough<br>Council                           | -                                       | 44,874             | (47,031)                | 2,157                            | -                               | -                                            |
| NE Hampshire &<br>Farnham                              | -                                       | 11,162             | (11,519)                | 357                              | -                               | -                                            |
|                                                        | <u>146,267</u>                          | <u>339,123</u>     | <u>(547,228)</u>        | <u>137,719</u>                   | <u>-</u>                        | <u>75,881</u>                                |
| <b>Total of funds</b>                                  | <u>1,592,441</u>                        | <u>1,434,832</u>   | <u>(1,039,182)</u>      | <u>-</u>                         | <u>187,625</u>                  | <u>2,175,716</u>                             |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 20. Statement of funds (continued)

##### Purposes of restricted funds

Community Foundation for Surrey has provided a grant to support the costs of the Men in Sheds Project, and Befriending.

In July 2009 the Charity assumed responsibility for operating the Shopmobility Service in Guildford. A contract was signed with Guildford Borough Council to support the programme for three years initially. Guildford Borough Council continues to provide an operating grant to support this programme. The Borough Council has stated its intention to support this service.

I&A is funded by Surrey County Council, Waverley Borough Council, Spelthorne Borough Council and Age UK grants.

NE Hampshire and Farnham CCG provided funding for Making Connections in that area. Age UK Surrey were sub-contracted to Hart Voluntary Action to provide the service in Farnham until June 2020.

The Orchard Club (Haslemere) are funds for the Haslemere area which are represented by monies received from the Orchard Club when it closed down to be utilised on activities within that area

Runnymede and Spelthorne represents a legacy received from Age UK Runnymede and Spelthorne which is to be utilised on activities within that area.

The National Lottery grant enabled our Help at Home to be able to survive the lock down where the service was closed for 3 months and no monies were received. A decision was taken to stop all charges for three months and to continue with reduced funds.

A2 Dominion contributed to the Befriending service.

The Armed Forces covenant provided a grant to support ex-armed forces personnel.

##### Purposes of designated funds

The Retail fund has monies set aside to pay for consultancy and progress the opening of charity shops.

The Fundraising fund is to fund the employment of a fundraiser for the charity.

Help at Home Digital Marketing is funds to expand the service.

Staff Costs are for Gardening to streamline and expand the service.

##### Purposes of general funds

The general fund was used to support overspends on the restricted funds.

A transfer has been made from general funds to restricted funds to fund the expenses of I&A, Men in Sheds, Befriending and other activities.

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 21. Summary of funds

##### Summary of funds - current year

|                  | Balance at 1<br>April 2021<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at 31<br>March 2022<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|----------------------------------|
| Designated funds | 681,000                         | -                | (82,489)           | (405,471)                | -                       | 193,040                          |
| General funds    | 1,418,835                       | 741,320          | (823,285)          | 204,957                  | 2,971                   | 1,544,798                        |
| Restricted funds | 75,881                          | 806,673          | (478,822)          | 200,514                  | -                       | 604,246                          |
|                  | <b>2,175,716</b>                | <b>1,547,993</b> | <b>(1,384,596)</b> | <b>-</b>                 | <b>2,971</b>            | <b>2,342,084</b>                 |

##### Summary of funds - prior year

|                  | Balance at<br>1 April 2020<br>£ | Income<br>£      | Expenditure<br>£   | Transfers<br>in/out<br>£ | Gains/<br>(Losses)<br>£ | Balance at<br>31 March<br>2021<br>£ |
|------------------|---------------------------------|------------------|--------------------|--------------------------|-------------------------|-------------------------------------|
| Designated funds | 675,000                         | -                | -                  | 6,000                    | -                       | 681,000                             |
| General funds    | 771,174                         | 1,095,709        | (491,954)          | (143,719)                | 187,625                 | 1,418,835                           |
| Restricted funds | 146,267                         | 339,123          | (547,228)          | 137,719                  | -                       | 75,881                              |
|                  | <b>1,592,441</b>                | <b>1,434,832</b> | <b>(1,039,182)</b> | <b>-</b>                 | <b>187,625</b>          | <b>2,175,716</b>                    |

#### 22. Analysis of net assets between funds

##### Analysis of net assets between funds - current year

|                                        | Unrestricted<br>funds<br>2022<br>£ | Restricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 146,259                            | 544,196                          | 690,455                     |
| Fixed asset investments                | 1,260,216                          | -                                | 1,260,216                   |
| Current assets                         | 535,060                            | 60,050                           | 595,110                     |
| Creditors due within one year          | (173,697)                          | -                                | (173,697)                   |
| Provisions for liabilities and charges | (30,000)                           | -                                | (30,000)                    |
| <b>Total</b>                           | <b>1,737,838</b>                   | <b>604,246</b>                   | <b>2,342,084</b>            |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 22. Analysis of net assets between funds (continued)

##### Analysis of net assets between funds - prior year

|                                        | Unrestricted<br>funds<br>2021<br>£ | Restricted<br>funds<br>2021<br>£ | Total<br>funds<br>2021<br>£ |
|----------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| Tangible fixed assets                  | 17,369                             | -                                | 17,369                      |
| Fixed asset investments                | 1,257,245                          | -                                | 1,257,245                   |
| Current assets                         | 905,643                            | 75,881                           | 981,524                     |
| Creditors due within one year          | (55,422)                           | -                                | (55,422)                    |
| Provisions for liabilities and charges | (25,000)                           | -                                | (25,000)                    |
| <b>Total</b>                           | <b>2,099,835</b>                   | <b>75,881</b>                    | <b>2,175,716</b>            |

#### 23. Reconciliation of net movement in funds to net cash flow from operating activities

|                                                                    | 2022<br>£       | 2021<br>£      |
|--------------------------------------------------------------------|-----------------|----------------|
| Net income for the year (as per Statement of Financial Activities) | <b>166,368</b>  | <b>583,275</b> |
| <b>Adjustments for:</b>                                            |                 |                |
| Depreciation charges                                               | <b>24,809</b>   | 12,980         |
| Losses on investments                                              | <b>(9,886)</b>  | (167,589)      |
| Dividends, interests and rents from investments                    | <b>(22,248)</b> | (25,488)       |
| Decrease/(increase) in stocks                                      | <b>(1,550)</b>  | -              |
| Decrease/(increase) in debtors                                     | <b>502,685</b>  | (224,466)      |
| Increase/(decrease) in creditors                                   | <b>118,277</b>  | (52,825)       |
| Loss/(profit) on the sale of fixed asset investments               | -               | (20,036)       |
| Increase in provisions                                             | <b>5,000</b>    | -              |
| <b>Net cash provided by operating activities</b>                   | <b>783,455</b>  | <b>105,851</b> |

#### 24. Analysis of cash and cash equivalents

|                                        | 2022<br>£      | 2021<br>£      |
|----------------------------------------|----------------|----------------|
| Cash in hand                           | <b>550,708</b> | 435,987        |
| <b>Total cash and cash equivalents</b> | <b>550,708</b> | <b>435,987</b> |

# AGE UK SURREY

## (A Company Limited by Guarantee)

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 25. Analysis of changes in net debt

|                          | At 1 April<br>2021 | Cash flows     | At 31 March<br>2022 |
|--------------------------|--------------------|----------------|---------------------|
|                          | £                  | £              | £                   |
| Cash at bank and in hand | 435,987            | 114,721        | 550,708             |
|                          | <u>435,987</u>     | <u>114,721</u> | <u>550,708</u>      |

#### 26. Operating lease commitments

At 31 March 2022 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | 2022<br>£      | 2021<br>£     |
|----------------------------------------------|----------------|---------------|
| Not later than 1 year                        | 45,000         | 20,000        |
| Later than 1 year and not later than 5 years | 87,917         | 35,000        |
|                                              | <u>132,917</u> | <u>55,000</u> |

The following lease payments and changes in lease payments have been recognised in the Statement of Financial Activities:

|                                                                          | 2022<br>£ | 2021<br>£ |
|--------------------------------------------------------------------------|-----------|-----------|
| Operating lease rentals                                                  | 33,000    | 33,000    |
| Changes in lease payments arising from COVID-19 related rent concessions | (13,000)  | (15,000)  |

#### 27. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 28. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2022.