

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

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

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

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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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FOR THE YEAR ENDED 31 MARCH 2023

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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FOR THE YEAR ENDED 31 MARCH 2023

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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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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.

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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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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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

AGE UK SURREY

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

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

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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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. This description forms part of our Auditors' Report.

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

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 funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
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
Total income		1,014,612	346,866	1,361,478	1,547,993
Expenditure on:					
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
Total expenditure		1,449,161	530,901	1,980,062	1,384,596
Net (expenditure)/income before net (losses)/gains on investments		(434,549)	(184,035)	(618,584)	163,397
Net (losses)/gains on investments		(93,178)	-	(93,178)	2,971
Net (expenditure)/income		(527,727)	(184,035)	(711,762)	166,368
Transfers between funds	20	(123,985)	123,985	-	-
Net movement in funds		(651,712)	(60,050)	(711,762)	166,368
Reconciliation of funds:					
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
Total funds carried forward		1,086,126	544,196	1,630,322	2,342,084

AGE UK SURREY

(A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

BALANCE SHEET

AS AT 31 MARCH 2023

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

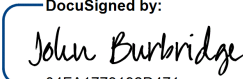
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

AGE UK SURREY
(A Company Limited by Guarantee)

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

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 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	(638,887)	783,455
Cash flows from investing activities		
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	-
Net cash provided by/(used in) investing activities	355,665	(668,734)
Change in cash and cash equivalents in the year	(283,222)	114,721
Cash and cash equivalents at the beginning of the year	550,708	435,987
Cash and cash equivalents at the end of the year	267,486	550,708

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

AGE UK SURREY

(A Company Limited by Guarantee)

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

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.

AGE UK SURREY

(A Company Limited by Guarantee)

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

2. Accounting policies (continued)

2.4 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 2023

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

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 funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	57,503	18,257	75,760	750,593
Legacies	161,419	-	161,419	32,781
Sundry income	1,692	-	1,692	139
Subtotal	220,614	18,257	238,871	783,513
	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 funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
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
Total 2023	729,813	241,657	971,470	638,027
<i>Total 2022</i>	<i>440,474</i>	<i>197,553</i>	<i>638,027</i>	

AGE UK SURREY

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

5. Income from other trading activities

Income from fundraising events

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

Income from non charitable trading activities

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

AGE UK SURREY

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

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Rent & rates, utilities	2,119	2,119	818
Premises	966	966	646
Advertising and marketing	29,239	29,239	-
Subscriptions	1,909	1,909	2,384
Other costs	2,895	2,895	936
Insurance	2,338	2,338	2,321
Food	-	-	2,698
Company vehicle	-	-	381
Recruitment fees	335	335	66
Staff welfare	184	184	386
Computer and software	8,107	8,107	7,097
Printing, postage and stationery	1,255	1,255	-
Consultancy	-	-	23,707
Staff costs	92,691	92,691	77,388
Depreciation	6,718	6,718	-
Support costs	35,155	35,155	35,155
	183,911	183,911	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 funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Services to older people	1,264,827	530,901	1,795,728	1,225,701
<i>Total 2022</i>	<i>746,879</i>	<i>478,822</i>	<i>1,225,701</i>	

8. Other expenditure

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

9. Analysis of expenditure by activities

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

AGE UK SURREY

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

9. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
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
	1,375,984	909,303

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

	Total funds 2023 £	<i>Total funds 2022 £</i>
Staff costs	330,856	240,370
Depreciation	3,309	-
Rent & rates, utilities	10,597	4,092
Premises	4,832	3,230
Advertising and marketing	-	11,990
Activities and Events	1,631	621
Bank charges	3,509	532
Computer and software	56,751	49,677
Legal and professional	38,025	39,681
Food	-	562
Other costs	3,864	147
Recruitment fees	1,341	265
Staff welfare	184	386
Support costs allocated to fundraising activities	(35,155)	(35,155)
Total 2023	419,744	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 funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
The cost of these programmes are noted below:				
Information and advice	58,129	233,099	291,228	254,736
I & A - Haslemere	100	60,320	60,420	28,304
Help at Home	414,800	-	414,800	397,142
Making Connections Runnymede & Spelthorne	7,007	74,058	81,065	110,076
Guildford Computer Drop in Centre	70	581	651	-
Shopmobility Service in Guildford	2,879	62,094	64,973	64,150
Retail	403,103	-	403,103	134,247
Lasting Power of Atourney	174,602	-	174,602	28,695
Haslemere	-	-	-	6,301
Tea & Chat	70	168	238	1,200
Hospital activities	1,572	5,000	6,572	4,200
Go50	793	1,237	2,030	1,048
Men in Sheds	12,286	28,787	41,073	36,126
Clockhouse Café	71,121	11,766	82,887	-
Clockhouse activities	272	52,699	52,971	18,253
Clockhouse carer	-	-	-	6,832
My Life My Story	240	1,092	1,332	58
Governance	35,155	-	35,155	55,477
Fundraising	82,628	-	82,628	78,856
	<u>1,264,827</u>	<u>530,901</u>	<u>1,795,728</u>	<u>1,225,701</u>
<i>Total 2022</i>	<u>746,879</u>	<u>478,822</u>	<u>1,225,701</u>	

11. Auditors' remuneration

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

AGE UK SURREY

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

12. Staff costs

	2023 £	2022 £
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 No.	2022 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 No.	2022 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

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

15. Tangible fixed assets

	Freehold property £	Long-term leasehold property £	Property improvements £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Computer equipment £	Other fixed assets £	Total £
Cost or valuation									
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
Depreciation									
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
Net book value									
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 in subsidiary companies £	Listed investments £	Total £
Cost or valuation			
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 £	2022 £
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

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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 £
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 £	2022 £
Due within one year		
Trade debtors	330	6,400
Prepayments and accrued income	48,998	36,452
	49,328	42,852

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

18. Creditors: Amounts falling due within one year

	2023 £	2022 £
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
	126,880	173,697
	2023 £	2022 £
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)
	41,885	52,993

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

19. Provisions

	Dilapidations £
At 1 April 2022	30,000
Additions	58,232
Amounts used	(78,232)
At 31 March 2023	10,000

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.

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

20. Statement of funds

Statement of funds - current year

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

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

20. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Restricted funds						
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)	-	-	-

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

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

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
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>
General funds						
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>
Total Unrestricted funds	<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 1 April 2021</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£	£
Restricted funds						
The Orchard Club (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: Clockhouse activities	-	3,327	(4,653)	1,326	-	-
Waverley Borough Council: I&A	-	13,500	(22,457)	8,957	-	-
Waverley Borough Council: Befriending	-	11,105	(27,902)	16,797	-	-
Surrey County Council: I&A	-	73,310	(121,948)	48,638	-	-
Spelthorne Borough Council: I&A	-	13,500	(22,457)	8,957	-	-
Spelthorne Borough Council: Befriending	-	15,000	(37,688)	22,688	-	-
Surrey County Council - Surrey Downs Grants	-	2,450	(5,611)	3,161	-	-
NHS Surrey Heartlands CCG	-	7,250	(10,735)	3,485	-	-
Guildford Borough Council: Shopmobility	-	44,874	(57,735)	12,861	-	-
Woking Borough Council: Befriending	-	5,000	(12,563)	7,563	-	-
Community Foundation for Surrey: 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 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Community Foundation for Surrey: Clockhouse Carer	-	3,333	(4,983)	1,650	-	-
Arnold Clarke Community Fund: Tea & Chat	-	1,000	(1,080)	80	-	-
Frimley Health NHS Foundation Trust	-	3,671	(3,780)	109	-	-
Armed Forces: 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>
Total of funds	<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 2023

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

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

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
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 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
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 funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
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)
Total	<u>1,086,126</u>	<u>544,196</u>	<u>1,630,322</u>

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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 funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</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)
Total	1,737,838	604,246	2,342,084

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

	2023 £	2022 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(711,762)	166,368
Adjustments for:		
Depreciation charges	77,070	24,809
Losses on investments	93,178	(9,886)
Dividends, interests and rents from investments	(24,080)	(22,248)
Decrease/(increase) in stocks	-	(1,550)
Decrease/(increase) in debtors	(6,476)	502,685
Increase/(decrease) in creditors	(46,817)	118,277
Increase/(decrease) in provisions	(20,000)	5,000
Net cash provided by/(used in) operating activities	(638,887)	783,455

24. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	267,486	550,708
Total cash and cash equivalents	267,486	550,708

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

25. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 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 £	2022 £
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 £	2022 £
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.