

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)

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

Trustees	John Burbridge, Chair, (resigned 31 July 2024) Joy Allen, Vice Chair (Until 31 July 2024, Chair from 31 July 2024) Conrad Bennett (appointed 15 February 2024) Angela Boodoo (appointed 15 February 2024) Hamish Macdonald (appointed 24 May 2023, resigned 19 May 2024) Jason Webster Sarah Wardle Susan Campbell (resigned 29 November 2023) 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	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 Chartered Accountants Magna House 18-32 London Road Staines-Upon-Thames TW18 4BP
Bankers	HSBC 12a North Street Guildford Surrey GU1 4AF
Independent Adviser to the Board	Margaret Clarke

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

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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FOR THE YEAR ENDED 31 MARCH 2024

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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FOR THE YEAR ENDED 31 MARCH 2024

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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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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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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.

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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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FOR THE YEAR ENDED 31 MARCH 2024

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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FOR THE YEAR ENDED 31 MARCH 2024

- 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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TRUSTEES' REPORT (CONTINUED)

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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

AGE UK SURREY

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MENZIES
BRIGHTER THINKING

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 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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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.

AGE UK SURREY

(A Company Limited by Guarantee)

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:

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 funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
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
Total income		1,531,212	412,858	1,944,070	1,361,478
Expenditure on:					
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
Total expenditure		1,257,684	582,160	1,839,844	1,980,062
Net income/(expenditure) before net gains/(losses) on investments		273,528	(169,302)	104,226	(618,584)
Net gains/(losses) on investments		11,196	-	11,196	(93,178)
Net income/(expenditure)		284,724	(169,302)	115,422	(711,762)
Transfers between funds	20	(159,374)	159,374	-	-
Net movement in funds		125,350	(9,928)	115,422	(711,762)
Reconciliation of funds:					
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)
Total funds carried forward		1,211,476	534,268	1,745,744	1,630,322

AGE UK SURREY

(A Company Limited by Guarantee)

REGISTERED NUMBER: 02803315

BALANCE SHEET

AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	15	711,659	781,800
Investments	16	578,234	667,038
		<u>1,289,893</u>	<u>1,448,838</u>
Current assets			
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)
Net current assets		<u>465,851</u>	<u>191,484</u>
Total assets less current liabilities		<u>1,755,744</u>	<u>1,640,322</u>
Provisions for liabilities		(10,000)	(10,000)
Total net assets		<u><u>1,745,744</u></u>	<u><u>1,630,322</u></u>
Charity funds			
Restricted funds	20	534,268	544,196
Unrestricted funds	20	1,211,476	1,086,126
Total funds		<u><u>1,745,744</u></u>	<u><u>1,630,322</u></u>

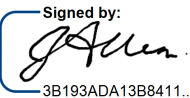
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

AGE UK SURREY
(A Company Limited by Guarantee)

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

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:

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.....
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 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	(202,260)	(638,887)
Cash flows from investing activities		
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
Net cash provided by investing activities	87,663	355,665
Change in cash and cash equivalents in the year	(114,597)	(283,222)
Cash and cash equivalents at the beginning of the year	267,486	550,708
Cash and cash equivalents at the end of the year	152,889	267,486

The notes on pages 19 to 42 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 2024

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 2024

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.

AGE UK SURREY

(A Company Limited by Guarantee)

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

2. Accounting policies (continued)

2.12 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 funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
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
<i>Total 2023</i>	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 funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities in the County and charitable trusts	-	235,749	235,749	241,657
Services provided to clients - Retail	406,462	-	406,462	268,690
Services provided to clients - Clockhouse	193,514	-	193,514	84,819
Services provided to clients - Help at Home	364,484	-	364,484	376,304
Total 2024	964,460	235,749	1,200,209	971,470
<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 funds 2024 £	Total funds 2024 £	Total funds 2023 £
Services provided to clients by the trading subsidiary	4,937	4,937	-
Compensation for ceasing of trading	-	-	28,505
	4,937	4,937	28,505
<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 funds 2024 £	Total funds 2024 £	Total funds 2023 £
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 funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
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 funds 2024 £	Total funds 2024 £	Total funds 2023 £
Loss on disposal of fixed assets	-	-	423
Total 2023	423	423	

9. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
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 funds 2024 £	Total funds 2023 £
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 funds 2024 £	Total funds 2023 £
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 funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
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 £	2023 £
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 £	2023 £
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 No.	2023 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 No.	2023 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 property £	Long-term leasehold property £	Property improvements £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Other fixed assets £	Total £
Cost or valuation								
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
Depreciation								
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
Net book value								
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 in subsidiary companies £	Listed investments £	Total £
Cost or valuation			
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 £	2023 £
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

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NOTES TO THE FINANCIAL STATEMENTS
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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

	2024 £	2023 £
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>

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18. Creditors: Amounts falling due within one year

	2024 £	2023 £
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 £	2023 £
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 £
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.

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

20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
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

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

20. Statement of funds (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Restricted funds						
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	-	-
	544,196	412,858	(582,160)	159,374	-	534,268
Total of funds	1,630,322	1,944,070	(1,839,844)	-	11,196	1,745,744

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

AGE UK SURREY

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

20. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Restricted funds						
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 Borough Council: Befriending	-	15,000	(20,434)	5,434	-	-
Surrey County Council - Surrey Downs Grants	-	28,820	(36,640)	7,820	-	-
Prime Donation	-	21,496	(26,438)	4,942	-	-
Spelthorne Borough Council: I&A	-	44,874	(62,094)	17,220	-	-
Guildford Borough Council : Shopmobility	-	14,741	(43,496)	28,755	-	-
Hospital activities	-	13,708	(16,886)	3,178	-	-
Shanley 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>
Total of funds	<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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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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

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

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
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 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>

22. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
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	<u>1,211,476</u>	<u>534,268</u>	<u>1,745,744</u>

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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 funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</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)
Total	1,086,126	544,196	1,630,322

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

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

24. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	152,889	267,486
Total cash and cash equivalents	152,889	267,486

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

25. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 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 £	2023 £
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 £	2023 £
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.