

AGE CONCERN BROMLEY

England & Wales · Charity number 1060861

Details

Status	Registered
Legal form	Charitable company
Company number	03304510
Registered	1997-02-26
Register	View on the Charity Commission register

Contact

Address	Age UK Bromley & Greenwich Community House South Street Bromley BR1 1RH
Phone	02083151850
Email	info@ageukbandg.org.uk
Website	www.ageukbromleyandgreenwich.org.uk

Activities

Objects: A) TO PROMOTE THE WELFARE OF OLDER PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND THE LONDON BOROUGH OF BROMLEY AND GREENWICH (HEREINAFTER CALLED "THE AREA OF BENEFIT")B) TO PROMOTE THE WELFARE OF ADULTS IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND THE AREA OF BENEFIT.

Activities: Age Concern Bromley, (trading name Age UK Bromley & Greenwich) provides a range of services, projects, emotional and practical support to older people, their relatives and carers. It also campaigns on issues that impact the lives of older people in and around the London Borough of Bromley and Royal Borough of Greenwich.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** LONDON BOROUGHS OF BROMLEY AND GREENWICH
- Bromley
- Greenwich

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,204,397	£2,404,522	£2,183,004	77
2024-03-31	£1,998,909	£2,161,213	£2,369,116	72
2023-03-31	£2,013,664	£2,171,767	£2,506,349	70
2022-03-31	£2,091,773	£2,078,092	£2,674,369	86
2021-03-31	£2,133,438	£2,202,886	£2,648,168	106

Trustees

Name	Role	Appointed
Lorna Blackwood	Chair	2018-01-30
Jaswant Rai Joshi		2025-01-13
Jed Richard Arndt		2025-01-13
Julie Dodds		2022-05-31
Karina Kate Brown		2022-07-26
Kerrie Montoute		2024-11-26
Morgan Vine		2015-11-10
Nell Axelrod		2022-10-04
Peter Lewis Taylor		2024-11-26

Accounts

AGE CONCERN BROMLEY

TRADING AS AGE UK BROMLEY & GREENWICH

Annual Report and Financial Statements

Year Ended

31 March 2025

Charity No: 1060861

Company No: 03304510

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
Annual Report and Financial Statements
Year Ended 31 March 2025

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Reference and administrative details

Charity and Company Name: Age Concern Bromley trading as Age UK Bromley & Greenwich

Charity No: 1060861

Company No: 03304510

Registered Office: Community House
South Street
Bromley
Kent BR1 1RH

Board of Management

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Chair	Lorna Blackwood
Hon. Treasurer	Jaswant Joshi
	Jed Arndt
	Nell Axelrod
	Karina Brown
	Julie Dodds
	Gordon Hayward
	Kerrie Montoule
	Peter Taylor
	Morgan Vine

Key Management staff	Mark Ellison	- Chief Executive Officer and Company Secretary
	Schola Muhoro	- Deputy Chief Executive
	Claire Rowberry	- Finance Manager
	Katie Roff	- Health & Wellbeing Manager (Job Share)
	Sophie Brewer	- Health & Wellbeing Manager (Job Share)
	Marie Griffin	- Services Manager Greenwich

Independent Auditors Goldwins Limited
75 Maygrove Road
West Hampstead
London
NW6 2EG

Investment Portfolio Managers RBC Brewin Dolphin
12 Smithfield Street
London, EC1A 9LA

Bankers Barclays Bank Plc
167 High Street
Bromley
BR1 1NJ

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Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2025 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), effective 1 January 2015 as updated by Bulletin 1.

Our objectives and activities

The purpose of the charity is to:

- promote the welfare of older people, and
- promote the welfare of adults in and around the London boroughs of Bromley and Greenwich

Age UK Bromley & Greenwich believes that later life should be a fulfilling and enjoyable experience for all older people. The services and activities we provide are aimed at improving the quality of life and well-being and enabling independence.

In planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit – running a charity (PB2)'. The charity delivers its services through funded grants and contracts, charged services and donations. Access to our services is important to the charity and older people on low incomes are offered free welfare benefits check to ensure they are claiming benefits they may be entitled to.

In April 2025 the Trustees developed and agreed a new three-year strategic plan, and reassessed the Vision Mission and Values the organisation will work towards:

Vision

To make Bromley and Greenwich places where all can enjoy later life.

Mission

Age UK Bromley & Greenwich will listen to and collaborate with older people to ensure that they are fully represented in both boroughs.

We will work with older people to enable, support, and connect.

We will enable, promote, and respect older peoples' choices, independence, and well-being.

Values

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation, and society is enriched by its diversity.

Respect: We respect our staff, volunteers, and clients. We believe in their potential and will help them to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt

During the year 25-26 trustees will monitor organisational performance against our adopted organisational strategic aims:

- Age UK Bromley & Greenwich will provide services of the highest quality to the residents of the two boroughs.
- We will ensure that our income sources are as diverse as possible

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In renewing our strategy staff and service users have been consulted on all aspects of service delivery and strategic direction of the organisation. Trustees and senior management spent the July awayday discussing strategy and ensuring that the organisation was focused on providing sustainable, quality services for older people in both boroughs.

Achievements and performance

The operating environment for the organisation remains challenging particularly due to the increase in employers' national insurance, the London Living wage, and the general increase in costs. Due to the increase in costs, the organisation has had to make some very difficult decisions. Our Men in Sheds projects what we're running in Eltham and Penge had been funded via our reserves for the last 5 years, we had unfortunately been unable to obtain further grant funding and as such we were reluctantly unable to continue funding the project. The users of each of the sites have successfully transitioned the projects into independent organisations, and we wish them well on their new journey.

Two of our paid for services, Clip it nail cutting service and the Bromley Shopping service, had run in deficit for a number of years, the increase in employment costs, meant that we were unable to continue to run the services, and unfortunately had to say goodbye to two long standing members of staff.

We continue to work with our partners in Bromley Third Sector Enterprise on the Bromley Well contract. There have been some changes to our service provision in this contract as we adapt to the needs of the health and wellbeing environment within the Boroughs. We are working with partners on the proposed extension of the contract due in 2027, given the state of local authority and health sector finances, it is likely that we will see some changes to the contract, and this may well be very challenging.

We are preparing for our AQS and Age UK accreditation for our Information and Advice service. Our I&A service along with the form's completion service were instrumental in obtaining over £2,500,000 of benefits payments for older people across the boroughs. This is money that was due to clients which will be spent with the boroughs, and which has a transformational effect on people's lives, particularly in an era of a cost-of-living crisis.

In common with other voluntary sector organisations recruitment of staff has been problematic. As an organisation we remain committed to ensuring the highest of standards for staff. All staff receive at least The London Living wage and we undertake to review our employment offer on a regular basis particularly in light of the present cost of living issues. Our strategic planning has staff recruitment and retention as a major factor in future proofing the organisation.

Our plans for developing our Chislehurst site have progressed throughout the year. Disappointingly the planning permission applied for by the developer partner was turned down and we are looking at what options are open for the disposal of the asset.

Service performance

Information and Advice

The I&A service continues to provide essential support to older residents in Bromley and Greenwich, helping them navigate complex issues such as benefits, housing, legal matters, and future planning.

In 2024/25, the service received a combined total of 2,520 referrals and had 6178 client contacts which addressed a wide range of issues. Notably, the service supported clients to achieve £729,068.81 in unclaimed welfare benefits and pension entitlements, further enhancing financial security and reducing poverty for older residents.

Clients were supported across a wide range of issues. Key areas included:

- **Benefits**
- **Housing**
- **Legal Issues** such as housing succession, power of attorney and will making
- **Other Money Issues**
- **Consumer Issues**
- **Community Care**

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Forms Completion Service

The Forms Completion Service has provided vital support to residents navigating complex benefit systems. In 2024/25, the service received 757 referrals, completed 477 forms, and helped secure over £1,806,792 in cumulative benefits and £305,637.97 in lump sum payments for clients, translating to an annual value of £2,112,429.97

This report outlines referral sources, service delivery, and financial outcomes, demonstrating the service's significant social and economic impact. A total of 757 referrals were received across the year. Key referral sources services are resident self-referrals, family/friends, Adult Social Services, NHS Trusts, and other charities, reflecting strong community and inter-agency collaboration.

The service completed 477 forms, broken down as follows:

Attendance Allowance (AA): 292 forms (61%)

Personal Independence Payment (PIP): 138 forms (29%)

UC50/ESA50/Other Benefits: 31 forms (6%)

Mandatory Reconsiderations/ others (4%)

Volunteers have been instrumental in delivering the service:

- Active Volunteers: 21
- Total Volunteer Hours: 1,459

Bromley Dementia Support Hub

Age UK Bromley and Greenwich is a joint service delivery partner of the Bromley Dementia Support Hub in partnership with SEL Mind. Age UK Bromley and Greenwich delivers four core services: **Dementia Advice**, **Young Onset Dementia (YOD)**, **Volunteer Befriending**, and **Memory Lane Cafés**.

Dementia Advice

Dementia Advice service continues to deliver an impactful service that plays a critical role in supporting people living with dementia and their carers across Bromley.

A total of 322 new DA cases were recorded across the year. 100% of new cases were assessed within 10 days in each quarter, demonstrating exceptional responsiveness and adherence to service standards.

The growing caseload indicates sustained demand and trust in the service. The ability to manage this increase while maintaining quality standards highlights the team's capacity and resilience.

A total of 3,336 DA outcomes were achieved. 30 case audits (including spot calls) were conducted each quarter, totalling 120 audits for the year.

Young Onset Dementia (YOD) Support

The YOD group offers a high-quality, inclusive environment that fosters confidence, self-expression, and peer connection. 49 weekly sessions were delivered during year. The YOD has expanded and now includes 12 members with a dedicated dementia adviser. The Women's YOD Pilot successfully transitioned clients into the main YOD group, demonstrating effective progression and integration.

Volunteer Befriending

The Volunteer Befriending service continues to provide emotional support, social interaction and reduce isolation for clients living with dementia and their carers/ families. 686 befriending sessions took place, carried out by a team of 22 dedicated volunteers providing 1:1 weekly sessions to clients.

Volunteer and client engagement remains high through an articulate volunteer recruitment and client matching process, regular support from service co-ordinator and peer engagement and support through regular reflection meetings. This has increased success rates for the matches, continuity and overall client and volunteer satisfaction. The waiting list for befriending support decreased from 15 to 8, indicating improved volunteer coordination and client matching. Between 18 and 21 individuals consistently received one-to-one support each quarter.

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Memory Lane Cafés (In-Person & Online)

Memory Lane Cafés effectively combat loneliness, stimulate memory, and support carer wellbeing. 120 café sessions take place throughout the year with an average weekly attendance of 19 clients.

Themed sessions (e.g. cultural celebrations, music therapy, fraud prevention) and guest speakers have provided engaging and interactive sessions.

Online cafés also thrived, with clients contributing content and engaging in creative activities like AI songwriting and “tiny treasures” art discussions.

Memory Singers Choir

The weekly Memory Singers Choir provides cognitive stimulation, social interaction, and respite for carers. 48 sessions were delivered throughout the year with an average weekly attendance: 30 participants

Take Home and Settle (THAS) Bromley

The **Take Home and Settle (THAS)** service plays a vital role in supporting patient flow at the **Princess Royal University Hospital (PRUH)** while ensuring patients return home safely, comfortably, and with dignity. By working closely with care navigators and discharge teams, we help to free up hospital beds more quickly and reduce delays.

Over the past year, we supported **1,740 referrals**, offering everything from transport and reassurance to shopping and medication delivery.

Key activity highlights:

500 people were directly supported home from hospital.

137 of these received **follow-up medication deliveries**, allowing them to leave hospital without long waits for pharmacy dispensing.

We made **846 total medication drop-offs**, significantly reducing delays and helping discharge processes run more efficiently.

190 shopping trips were completed to ensure patients had essential food items at home.

Take Home and Settle (THAS) Greenwich.

We continue to facilitate early, safe discharge by providing individual support to patients as they leave the hospital and return home. We ensure patients feel comfortable during their car journey home and offer the much-needed support to help them settle back into their homes following a hospital stay. This can be a very challenging time for people.

In addition to supporting individuals' home, we provide essential assistance to hospital teams, including equipment delivery and installation, medication and property deliveries. We take photo evidence of homes to ensure a safe discharge. We offer a one-off emergency shop, and a follow-up call to ensure patients welfare the next day.

This year, we have supported **1780 clients**, delivered/installed **987** pieces of equipment, and, on average, collected 87% of all patients from the hospital within 30 minutes of receiving a referral. We have also received 100% positive feedback from patients, which we are very proud of.

Due to the upcoming changes in our funding, we anticipate some adjustments to our service next year. We will no longer be supporting the Borough of Bexley (unless the patient has a Greenwich GP) The new contract has some other small changes, but we are positive and looking forward to continuing to support patients, their families and the hospital teams.

Take Home and Settle (THAS) Lewisham

We have had another successful year for the Take Home and Settle Service at Lewisham Hospital, and we are delighted to have secured a new 5-year contract starting in April 2025.

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The service, despite taking a long time to 'embed' in the hospital, is now a well-known and respected support to Wards, Depts, Therapy team, Social Workers and in particular this last year the Complex Discharge Team and we now regularly greatly exceed our monthly targets for referrals.

In total, we have completed **1,073** referrals throughout the year and regularly receive lovely feedback from both patients and staff:

Hospital Aftercare Service (HAS)

For many people, particularly if you are living alone, returning home after a stay in the hospital or following an accident can be very challenging. We continue to help people regain confidence and independence and offer reassurance when it is most needed.

For anyone over the age of 50 living in the borough of Bromley, we have been offering support for up to six weeks with some of the following:

- Emotional support and companionship
- A weekly shop
- Prescription collection
- Confidence building and welfare calls
- Going for short walks, when appropriate
- Providing access to information and other services

Our amazing volunteers support our service, and we couldn't do it without them! We are so lucky to have a dedicated group of volunteers giving up their time to help people when they need it the most.

We have completed 125 referrals this year, supporting people with various needs. The impact of our service is significant, as you can see here.

Long-Term Health Conditions Service

Since April 2024 the Long-Term Health Conditions (LTHC) team have given regular lifestyle support to 664 participants, and 2258 clients have received support via information only.

Delivered 144 health & wellbeing workshops with 127 in attendance.

Delivered 28 professional training sessions with a total attendance of 263.

Given 318 telephone 1-2-1's to our clients & facilitated 48 fibromyalgia support groups & 61 health & wellbeing peer support groups.

LTHC have provided regular quarterly newsletters of which 2240 were distributed along with 746 condition specific fact sheets given to our clients & workshop participants.

As part of the LTHC outreach work, we were invited to give talks to a variety of community groups and have had a stand at many of the borough's events eg: MPs Coffee Morning events, Ukrainian Community event & Launch of the Digital Hub.

Handyperson Service

The Handy Person Service is designed to help individuals maintain their independence by ensuring their home environment is safe and accessible. This service aims to reduce reliance on statutory services by offering practical support and assistance with various home maintenance tasks.

Free Service Eligibility: The service is free for eligible individuals.

- Referral Sources: Clinical Staff, Transfer of Care Bureau & Bromley Local Authority Staff, including Social Care Practitioners.

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For residents of the Borough of Bromley who are not eligible for the free service, the Handy Person Service is available at an hourly rate. The Handy Person Service is an invaluable resource for those who need assistance with maintaining a safe and functional home environment, ultimately supporting their independence and well-being.

Last year we completed **1398 jobs**.

Post Discharge Settling Service (PDSS)

The **PDSS** provides vital follow-up support to older patients once they return home from hospital. The service bridges the gap between hospital discharge and longer-term community support – ensuring no one is left alone or overwhelmed during the critical early days of recovery.

Unlike rapid discharge services, PDSS offers longer, more personalised visits – spending up to two hours with each patient. Sometimes that time is spent having a cup of tea and offering reassurance. Other times, it involves essential practical tasks such as calling GPs to arrange dosette boxes, contacting heating engineers, housing associations or chasing up to occupational therapists and social care.

Over the past year, we received **383 hospital referrals**, and **all 383 cases were successfully supported**.

344 individuals received more than one contact, recognising the complex and evolving needs of many patients.

In total, we made **2,237 individual contacts** (calls, visits, and other support), all directly contributing to the wellbeing and confidence of patients at home.

Acute Frailty Assessment Unit - Care Navigation

As part of the Frailty Team at the PRUH, our role is to directly refer and signpost patients and carers to community resources including Age UK Bromley & Greenwich services alongside support provided by other charities and organisations. Our work with patients offers a holistic, individual approach and supports the families alongside the patient themselves. We provide referrals and information on a wide range of support, and services from personal fall alarms and key safe installations to enable discharge from hospital; through to befriending options and social activities including transport to reduce social isolation.

More irregular support may include providing information about disability facilities grants or supporting a patient to approach their landlord to move to a more disabled friendly accommodation.

We have made **4041** signposts or referrals.

Service- Frailty Care Navigators – Transfer of Care

As Bromley Well Frailty Care Navigators we are based at the Princess Royal Hospital – Transfer of Care Team in the discharge team.

We work alongside Discharge coordinators, patient navigators, ward staff, occupational therapists, and many other health and medical professionals to ensure safe and timely discharges, often in a face paced environment. As Care Navigators we provide Bromley Well and Age UK Bromley & Greenwich support to all medical and surgical Wards.

We support facilitating discharges by making daily emergency referrals for shopping, key safes, welfare checks, equipment, and medical deliveries, this supports the patient practically and emotionally on discharge.

We provide support to various patients with different health conditions and complex Mental health conditions.

We visit patients on wards at the time they are feeling the most vulnerable both emotionally and physically, we provide patients with empathy, care, time, and support. We provide patients with one to ones where we discuss any type of support the patient may need, it is very much led by the patients' needs and choices. We also have close contact with patients' friends and family providing face to face and telephone support.

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Statistics –

Overall numbers of referrals completed by Frailty Care Navigators on behalf of the Transfer of Care Team – **over 1,100 referrals completed in this period.**

Frailty Care Navigators visiting patients on ward – **Over 320 ward visits completed.**

ICN - Proactive and Frailty Pathways Care Navigators

In 2024–2025, Age UK Bromley & Greenwich's Care Navigation Service continued to deliver vital support to older people across the borough. Working within the three Integrated Care Networks (ICNs) – Bromley, Beckenham, and Orpington – the service focused on helping patients with complex needs or frailty access the right care and support.

In 2024–2025, Age UK Bromley & Greenwich also enhanced its use of digital systems. The EMIS platform became the main tool for recording community-based interventions, while the EPIC system was adopted for hospital-based work. These tools improved data visibility, strengthened communication with NHS partners, and ensured no patient was overlooked.

Shopping Service Greenwich

Our Greenwich Shopping service supported 20 clients during their period.

Between April 2024 and March 2025 19 new clients were referred to our service. Of these:

- We continue to provide regular shops to 12 new clients.
- 5 new clients passed away during this period.
- 2 new clients did not require our service.

We had 8 existing clients who were with us since 2023-2024, and we continued to shop for them during this period.

Our team drove 1940 miles from our base in Eltham to supermarkets in Welling and Charlton and then onto our clients' homes across Greenwich borough to deliver and put away their shopping. We carried out 510 shops over this period.

We provide a quality wrap around shopping service which meet the needs of our clients.

Even if we are unable to carry out a shop for a client, unless we are told otherwise, we always contact our clients once a week to check if all is okay and if they would like a shop.

We work with our colleagues in social work, care and hospital teams to escalate any concerns about our clients' health and wellbeing. An example of this can be seen when one of our team became aware all was not well with one of our clients. Their behaviour had changed from when we first met them. Our team escalated their concerns to social work colleagues. This resulted in the client's GP carrying out a home visit. It turned out the client had a urinary tract infection which was contributing to the client's condition including the hallucinations they were presenting with.

During this period, we did more than just shop for our clients. We also referred:

- 3 clients to our Information and Advice service for benefit checks. This was to make sure they were in receipt of their full entitlements.
- 2 clients to our one-to-one home visiting befriending service.
 - One client received regular home visits from a volunteer befriender who worked as an air steward. As our client lived abroad when they were younger, they enjoyed hearing stories about where the befriender was and what country they were travelling to next.
 - Another client whose husband had passed away and reported to our team how lonely they felt, was successfully matched with a volunteer who is a Greenwich resident and recently retired. The weekly home visits started in April 2025.
- 2 clients to RBG's Library Outreach Team. The library delivers books to their home.

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Greenwich Befriending Service

Between April 2024 and March 2025 our Greenwich Befriending service worked with 192 Greenwich residents 50 years +. We supported 11 clients through our one-to-one telephone and home visiting services and 181 clients via of activities, social clubs and one-off trips out and community parties.

We delivered:

- 101 physical health sessions including Dance for Wellness at Sherard Road in Eltham, Seated Yoga at Richard Neve House in Plumstead, Walking Tenise at Eltham Park South, and Yoga at Sherard Road.
- 65 social clubs at Abbey Wood Library, Richard Neve House and Sherard Road.
- 24 social clubs with and arts and crafts twist at Blackheath Standard and Eltham Libraries, Richard Neve House, and Sherard Road.
- 24 choir sessions at Sherard Road.
- 4 group visits to pan London places of interest using a mixture of public transport and walking. Places visited included Greenwich Cooperative Development Agency's Community Meal at Woolwich Common Community Centre, the Fan and V&A museums and the National Portrait Gallery.
- 3 large one-off community parties. These were our 'Summertime Hop', our annual Winter Warmer, and a Christmas Party. All were held at Progress Hall in Eltham.
- 2 day trips by coach, one to Hastings and one to Rochester Castle's Christmas Market.

Bromley Befriending

Our befriending volunteers have given our face-to-face clients, those who receive support via the telephone and our friendship groups an impressive **3,526** hours of support time helping to combat social isolation and loneliness throughout the borough. Our more physical offer of a monthly walking group and weekly exercise classes offered 55 sessions throughout the year with a total of **817** attendances. The friendship groups have been able to add 3 further weekly hub sessions to our offer resulting in **259** sessions with **2,477** clients attending their groups.

As a service we went via public transport in June to Kensington gardens resulting in a somewhat tiring but beautiful day out together finishing with ice creams and some napping on the train on the way home. We travelled by coach to Herne Bay in September, although a cloudy day everyone was in good spirits resulting in a traditional singsong on the way home. October saw us out walking with four legged friends from care dogs UK in Beckenham place park.

To celebrate Christmas together our hubs took the lead in organising their own celebrations. Restaurants were booked, or food and decorations arrived at the hubs ready for all to enjoy.

We have continued to work with the Beckenham quilters over 2024 and early 2025 as the winter set in. More than 40 handmade quilts were delivered to our more vulnerable clients by the staff team and our volunteers to help offset the energy price rises.

The staff team have attended a variety of promotional opportunities including Orpington fire station fun day and a cricket match between England and the west I indies at Worsley bridge cricket ground in Beckenham

Adult Carers Support Service

Our Adult Carers Service offers dedicated support to unpaid adult carers aged 19 and over. Many people don't realise they are carers despite spending a significant amount of time and energy supporting a family member, friend, or loved one. We help individuals identify themselves as carers and offer tailored support to help them in their role.

Over the past year, we've expanded our peer support groups and activities to include a group in Beckenham and Hayes Library, creating meaningful spaces where carers can connect. These groups have had an incredible impact, helping people build friendships, share advice, and simply enjoy time with others who understand their experiences.

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What We Offer:

- Information and Guidance - Access to reliable information, one-to-one support, research assistance, signposting to services, and general guidance.
- One-to-One Practical and Emotional Support
- Future and Emergency Planning - Assistance with planning for the future, including developing emergency plans.
- Assist carers to register as a carer with their GP
- Ongoing support – helping carers adjust and navigate changes in their caring responsibilities
- Free Training and Workshops - Opportunities to attend practical training sessions designed to build knowledge and confidence.
- Regular Social Activities - Events where carers can meet, relax, share experiences, and support each other.
- Carers Forums - A space for carers to express their views and influence services that matter to carers
- Quarterly Newsletters and Updates – helping carers stay connected and up to date with the latest news, opportunities, and resources.
- Carers Trust Grant Applications - Help with applying for grants to help carers or their loved one
- Support to arrange Carefree Breaks - Assistance with taking well-deserved time off from caring duties.

Gurkha Project

The Nepalese Gurkha Veterans Community Project located in the Royal Borough of Greenwich supports the Gurkha community who have taken up UK residency rights to adjust to life in the UK and helps to tackle the isolation experienced since relocating.

This year the project delivered 53 sessions to 127 service users who attend our weekly “Okey Cokey Club”.

We offered Cooking, Healthy Eating & Nutrition advice, Craft, Floristry, Health Awareness and signposted to local Food Banks & Food Clubs. We also attended 8 Social Events and went on 4 Trips.

Volunteering

Our volunteers, make a tremendous difference to the work we do and has an immeasurable impact on all our clients. Whether you're supporting behind the scenes or working directly with our clients. Last year **210** volunteers generously donated **20,712** volunteer support hours

Events attended throughout the year promoting volunteer opportunities included

- Community Links Volunteering Recruitment Fair
- Kent Cricket Community Day
- Bromley Partnership Recruitment Fair
- Market Stall in Bromley High Street organised by Principal Loneliness Champion.

For Volunteers' Week in June, we posted out 193 handwritten certificates and thank you cards, with an Age UK bag and pin.

This year the volunteer coordinator became a member of the Association of Volunteer Managers (AVM).

Big Knit Success! We've knitted **6,351 hats** and raised an amazing **£1,905.30** for the Big Knit! Thank you to everyone who contributed their time, talent, and generosity — every stitch made a difference!

Financial review

The financial statements cover the activities of Age UK Bromley & Greenwich. Income for the year £2,204,397 (2024: £1,998,909) and expenditure £2,404,522 (2024: £2,161,213). There was an operating deficit during the year of £162,304 (2024: £162,304 deficit).

Total reserves at 31 March 2025 are £2,183,004 (2024: £2,369,116) of which the Trustees have designated £931,062 (2024: £1,032,760) for future use, general unrestricted reserves of £1,186,692 (2024: £1,246,129), and restricted funds of £67,208 (2024: £91,224)

AGE CONCERN BROMLEY
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(A Company Limited by Guarantee)

Trustees' Annual Report

Income

Age UK Bromley & Greenwich is very grateful to the commissioners of services, individuals and organisations that made donations to support our work with and for older people. The income for charitable activities totalling £1,824,617 covering information, advice and guidance, health & wellbeing and home support was mainly from contracts and grants. The legacy and donation income was £19,840 compared to £64,139 in the previous year (2024). This included legacies worth £4,000. We are grateful to all those who remembered the charity in their will. The income from legacies will be used supporting the services of the organisation.

The value of the generous donation of the volunteers' time is not incorporated into the financial statements. If it were, it would be a significant sum.

Expenditure

Total expenditure was £2,404,522 compared to £2,161,213 in the previous year (2024). The main expenditure was employment costs of £1,957,231 (2024: £1,735,080). The cost of raising funds was £35,812 (2024: £35,655) and careful control was maintained on administrative costs.

The balance sheet demonstrates that the financial position overall is satisfactory, and the Trustees are satisfied with the performance of the organisation for the year.

Reserves

Age UK Bromley & Greenwich maintains reserves to cover the impact of unforeseen events, to meet its financial obligations, and to set aside funds for future development or to meet future commitments. The Trustees have agreed a framework for determining the minimum level of reserves considered necessary to safeguard the charity's solvency. It defines a minimum level of reserves which should be maintained as well as what specific reserves are available to fulfil this requirement. The calculation is based upon the charity's financial position and outlook, considering estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

The Trustees aim to hold approximately six months operating costs of £1,171,121 (2024: £1,228,982), and these are held within the general unrestricted funds to meet these requirements. Unrestricted general funds at 31 March 2025 are £1,186,692 (2024: £1,246,129). The designated funds total £931,062 (2024: £1,032,760), restricted funds £67,208 (2024: £91,224), and the deficit of £1,957 for the pension scheme liability funding arrangement, see note 25 (2024: deficit of £997), is as stated in the Statement of Financial Activities and Balance Sheet pages 18 & 20.

Investments

Under the Memorandum and Articles of Association, the charity has the power to invest funds not immediately required for its own purposes, in any way the Trustees see fit.

The Trustees appointed RBC Brewin Dolphin to manage the investment portfolio. The Charity's main financial objectives and reasons for the new investment portfolio are:

- To grow the capital over the investment period to protect the value of the invested capital against inflation
- To generate income to a higher level of income than is available from cash deposits

Overall, the objective for the portfolio will be to maintain the real value of investments against inflation over the 'medium to long-term' (5-7 years), whilst looking to generate a natural level of income to support smaller projects.

Income achieved during the year from all investments was £68,356 (2024: £62,632).

Fundraising

Age UK Bromley & Greenwich does not employ any professional fundraisers to fund raise on its behalf, but all staff members and any volunteers involved in fundraising activities are trained in accordance with recognised standards to ensure that the public, including vulnerable people, are protected from unreasonable or intrusive approaches. Age UK Bromley & Greenwich has not received any complaints about its fund-raising activities.

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Trustees' Annual Report

Plans for the future

Throughout the year Trustees have worked with the charity's professional advisors to market the Chislehurst property. A Developer partner has been chosen following a comprehensive tendering process, and conditional contracts have been exchanged in early 2023. The developer will work towards obtaining planning permission, which will hopefully lead to the completion of the deal within the next 18 months.

Trustees will continue to monitor performance against our three-year strategic plan at Trustees meetings.

We will work with other voluntary and statutory partners to help as best we can to minimise the cost-of-living crisis.

We will work with our partners in BTSE to ensure the continued success of the Bromley Well project. Our successful bid for this important work means that Bromley Well services are funded for a further five years with the possibility of a further two-year extension

We will continue work closely with the health service in both boroughs to ensure that older people's needs are represented at the highest level.

We will continue to diversify our income streams and work towards ongoing financial sustainability to meet the challenges and opportunities in the year ahead.

Directors and Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are as follows:

Lorna Blackwood	Chair
Christina Parry	Vice Chair Resigned 19 th May 2025
Jaswant Joshi	Hon. Treasurer Joined 13 th January 2025
Jed Arndt	Joined 13 th January 2025
Nell Axelrod	
Michael Beeson	Resigned 30 th July 2024
Karina Brown	
Julie Dodds	
Gordon Hayward	
Kerrie Montoule	Joined 26 th November 2024
Peter Taylor	Joined 26 th November 2024
Morgan Vine	

Key Management Personnel

Chief Executive	Mark Ellison
Deputy Chief Executive	Schola Muhoro
Finance Manager	Claire Rowberry
Health & Wellbeing Manager	Katie Roff (maternity leave to 11 th August 24)
Health & Wellbeing Manager	Maria Harris (maternity cover to 11 th August 24)
Health & Wellbeing Manager	Sophie Brewer (from 1 st August 2024) Job Share
Services Manager Greenwich	Marie Griffin

Structure, governance, and management

Age UK Bromley & Greenwich is an independent charity, responsible for its own governance and funding. Age UK Bromley & Greenwich operates a wholly owned subsidiary company Age UK South East London Trading Ltd. Age UK Bromley & Greenwich is a partner of the national charity Age UK and works with the network of local Age UKs across the country to promote the wellbeing of people in later life contributing to national and regional campaigns and campaign on issues that impact older people locally.

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Trustees' Annual Report

Age UK Bromley & Greenwich is the leading specialist agency working with all older people across the two boroughs. It has a strong reputation locally and regionally for providing person-centred, quality, and innovative preventative services. The Board of Trustees is responsible for the governance of the charity and takes decisions regarding policy and approves strategic actions undertaken by the organisation. The Trustees meet six times in the year and do not receive remuneration for their involvement.

Trustees are elected at the Annual Meeting (AM) in accordance with the Articles of Association. We are in the process of reviewing the Articles of Association which we intend to complete in the next 12 months.

The Trustees have the power to co-opt during the year providing the number of co-optees does not exceed one third of the total number of elected Trustees. The Trustees regularly review the composition of the Board and where necessary, identify suitable persons to co-opt to enhance or strengthen its skills and experience to discharge its responsibilities. Trustees, who are co-opted during the year by the Trustees, are eligible to stand for election at the next AM.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees information covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees Handbook covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

The management function of the charity and subsidiary company is delegated to the Chief Executive who ensures that the Trustees are well briefed and reports to the Board at meetings.

The Trustees do not receive remuneration or other benefit from their work with Age UK Bromley & Greenwich. Any connection between a Trustee of the charity must be disclosed to the Board and recorded in the same way as any other contractual relationship with a related party. In the year ending 31st March 2025, no such related party transactions were recorded, other than reported in note 23.

The Trustees agree the Chief Executive remuneration and periodically compare it to external benchmarks related to posts with similar duties and responsibilities. The Chief Executive is responsible for reviewing the remuneration of other key management personnel, Deputy Chief Executive, Finance Manager, Health & Wellbeing Manager, and Services Manager and other staff, based on their responsibilities and performance and informs the Trustees of any significant changes. The Trustees review the RPI index and consider whether to award any cost-of-living increases.

Risk management

The Trustees regularly review risks faced by the Charity and its subsidiary undertakings and a Risk Register is maintained and annually reviewed. The risk register covers key areas in the management of financial and non financial risks to the charity. The risks are identified, steps taken to mitigate those risks or minimise any potential impact. These areas include:

- Financial risks
- Business and service delivery risks
- Governance risk
- Organisational risks
- Cyber security

The key risks identified that ranked highest in terms of potential impact on the charity are: The impact of lack of funding, loss of key staff and maintaining good reputational standing.

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Trustees' Annual Report

Trustees keep the income of the Charity under review and receive monthly management accounts and other financial statements. A funding/income generation strategy has been developed together with social enterprise activities. As the Charity shares the Age UK brand with other local Age UKs and the national partner Age UK through the Brand Partnership Agreement, it is outside the 'gift' of the Trustees alone to mitigate all aspects to reputational risk.

Trustees' responsibilities in relation to the financial statements

The Trustees (who are directors for the purpose of the company) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and accounting estimates that are reasonable and prudent.
- state whether applicable accounting standards 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 charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature: 

Lorna Blackwood – Chair
Date: 30th September 2025

**AGE CONCERN BROMLEY
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**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2025**

Opinion

We have audited the financial statements of Age Concern Bromley (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2025**

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.

Opinion on other matter prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Our responsibilities for the audit of the financial statements

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

**AGE CONCERN BROMLEY
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**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2025**

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

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

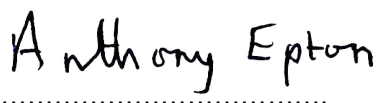
- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

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


.....

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

6 October 2025

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
INCOME FROM:					
Donations, Grants and Legacies	2	16,612	280,113	296,725	379,914
Charitable activities	3	1,727,617	97,000	1,824,617	1,529,263
Other trading activities	4	14,699	-	14,699	27,100
Investments	5	68,356	-	68,356	62,632
TOTAL INCOME		1,827,284	377,113	2,204,397	1,998,909
EXPENDITURE ON:					
Raising funds		35,812	-	35,812	35,655
Charitable activities		1,967,581	401,129	2,368,710	2,125,558
TOTAL EXPENDITURE	6	2,003,393	401,129	2,404,522	2,161,213
Net income/(expenditure) before gains/(losses) on investments and pension scheme		(176,109)	(24,016)	(200,125)	(162,304)
Realised/unrealised gains/(losses) on Investments	12	14,973	-	14,973	23,934
Gains/ (losses) on pension scheme	25	(960)	-	(960)	1,137
NET MOVEMENT IN FUNDS		(162,096)	(24,016)	(186,112)	(137,233)
TOTAL FUNDS BROUGHT FORWARD		2,277,892	91,224	2,369,116	2,506,349
TOTAL FUNDS CARRIED FORWARD		2,115,796	67,208	2,183,004	2,369,116

All amounts relate to continuing activities.

The notes on pages 22 to 38 form part of these statutory financial statements

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2025

Comparative year information Year Ended 31 March 2024	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £
INCOME FROM:				
Donations, Grants and Legacies	2	62,819	317,095	379,914
Charitable activities	3	1,432,263	97,000	1,529,263
Other trading activities	4	27,100	-	27,100
Investments	5	62,632	-	62,632
TOTAL INCOME		1,584,814	414,095	1,998,909
EXPENDITURE ON:				
Raising funds		35,655	-	35,655
Charitable activities		1,759,195	366,363	2,125,558
TOTAL EXPENDITURE	6	1,794,850	366,363	2,161,213
Net (expenditure) / income before gains/(losses) on pension scheme		(210,036)	47,732	(162,304)
Realised/unrealised gains/(losses) on Investments	12	23,934	-	23,934
Gains / (losses) on pension scheme	25	1,137	-	1,137
NET MOVEMENT IN FUNDS		(184,965)	47,732	(137,233)
TOTAL FUNDS BROUGHT FORWARD		2,462,857	43,492	2,506,349
TOTAL FUNDS CARRIED FORWARD		2,277,892	91,224	2,369,116

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee – Company Registration Number 3304510)

Balance Sheet as at 31 March 2025

	Note	Total 2025 £	Total 2024 £
FIXED ASSETS			
Tangible fixed assets	11	1,469	3,147
Investment in trading subsidiary	12	2	2
Fixed asset investments	12	1,376,403	1,541,105
		1,377,874	1,544,254
CURRENT ASSETS			
Current asset investments	13	366,225	255,000
Current asset: freehold property	14	121,684	121,684
Debtors	15	206,036	184,098
Cash at bank and in hand		173,666	295,342
		867,611	856,124
CREDITORS: amounts falling due within one year	16	60,524	30,265
NET CURRENT ASSETS		807,087	825,859
Provisions for liabilities and charge	25	1,957	997
NET ASSETS		2,183,004	2,369,116
FUNDS			
General unrestricted funds		1,186,691	1,246,129
Restricted funds	18	67,208	91,224
Designated funds	19	931,062	1,032,760
Unrestricted pension funds	25	(1,957)	(997)
	18	2,183,004	2,369,116

The financial statements were approved by the Board of Trustees on the 30th September 2025 and signed on their behalf by:

L M Blackwood

J Jaswant Joshi

Lorna Blackwood – Chair

Jaswant Joshi – Hon. Treasurer

The notes on pages 22 to 38 form part of these statutory financial statements.

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Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
CASH FLOW FROM OPERATING ACTIVITIES	24	(253,282)	(113,239)
NET CASH FLOW FROM OPERATING ACTIVITIES		(253,282)	(113,239)
CASH FLOW FROM INVESTING ACTIVITIES			
Payments to acquire investments		(364,896)	(723,213)
Receipts from disposal of fixed asset investments		428,146	668,261
Receipts from disposal of current asset investments		-	-
Interest received		39,676	37,469
Dividends received		28,680	25,163
NET CASH FLOW FROM INVESTING ACTIVITIES		131,606	7,680
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		(121,676)	(105,559)
CASH AND CASH EQUIVALENTS AT 1ST APRIL 2024		295,342	400,901
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2025		173,666	295,341
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		173,666	295,342
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2025		173,666	295,342

**AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparation

Age Concern Bromley (trading as Age UK Bromley & Greenwich) is a company limited by guarantee registered in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote the welfare of older people and adults in any manner which now or hereafter may be deemed by law charitable in and around the London Borough of Bromley and the Royal Borough of Greenwich.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

In the opinion of the Trustees, the Charity and its subsidiary undertaking comprise a small group. The Charity has applied the exemption provided by S.398 of the Companies Act 2006 and has not prepared consolidated financial statements.

The Charity has also applied the exemption conferred by FRS102 paragraph 9 on the grounds that the subsidiary undertaking, Age UK South East London Trading Limited, results are not material to the group. The results of the subsidiary undertaking are adequately disclosed in the financial statements.

Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income

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Notes to the Financial Statements for the Year Ended 31 March 2025

after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in respect of the coronavirus job retention scheme grant. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned through holding bonds and fixed deposits for investment purposes. It includes dividends.

Other income includes any gains on disposals of tangible fixed assets.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes cost of goods purchased and costs of running events.
- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them; and
- Other expenditure represents those items not falling into the categories above.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 6.

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include costs relating to management, governance, human resources, information technology, finance, and premises and office costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises, office costs, human resources and

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information technology have been allocated on a per capita basis, and other overheads have been allocated on a proportionate basis.

Tangible Fixed Assets

Tangible fixed assets are stated at cost or valuation less accumulated depreciation and accumulated impairment losses.

Purchases of assets of value £1,000 and over are capitalised. Depreciation is provided on all capitalised assets at rates estimated to write off the cost less estimated residual value, of each asset over its expected useful life as follows:

Buildings	- 2% straight line
Furniture	- 25% straight line
Equipment/computers	- 33.33% straight line
Motor vehicle	- 25% straight line

Investments

Investments held as fixed and current assets are stated at fair value which is normally the cost less any transaction costs. Realised gains and losses on the sale of investments are included in the Statement of Financial Activities.

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than three months.

Fixed asset investments are investments with a maturity of more than three months.

Leased Assets

All leases are treated as operating leases. Their annual rentals are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension cost

The charity operates a defined contribution plan makes payments to individual pension schemes in accordance with their contract of employment.

A number of employees belong to the Pension's Trust Growth Plan Series 4 Pension Scheme, which is a defined benefit scheme. As it is not possible to identify the charity's share of the underlying assets and liabilities in the scheme on a consistent and reasonable basis, contributions are charged to the income and expenditure account as they are paid. The charity also makes contributions to the scheme in relation to a deficit on a past employees' defined benefit scheme and in accordance with FRS 102 the charity recognises the present value of contributions payable.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and

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expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

See note 11 for the carrying amount of the property plant and equipment, and the tangible fixed assets accounting policies, above, for the useful economic lives for the assets.

There are no key assumptions concerning the future and other key 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 financial year.

There are no key assumptions concerning the future and other key 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 financial year.

Pensions

The present value of the pension's provision depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in the rate of discount, which is disclosed in note 25, will impact the carrying amount of the pension provision.

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2. INCOME FROM DONATIONS, GRANTS AND LEGACIES

	2025 Unrestricted £	2025 Restricted £	2025 Total £	2024 Total £
Legacies	4,000	-	4,000	46,367
Donations	5,112	10,728	15,840	17,772
	9,112	10,728	19,840	64,139
Age UK	7,500	9,375	16,875	53,250
Age UK London	-	-	-	3,616
Bromley CCG & London Borough of Bromley	-	192,492	192,492	192,492
National Lottery	-	61,392	61,392	56,521
Royal Borough of Greenwich	-	6,126	6,126	9,474
Other grants	-	-	-	422
	7,500	269,385	276,885	315,775
	16,612	280,113	296,725	379,914

3. INCOME FROM CHARITABLE ACTIVITIES

	2025 Unrestricted £	2025 Restricted £	2025 Total £	2024 Total £
Information, Advice & Guidance:				
Local Authority contracts	-	50,000	50,000	50,000
Other contracts	25,825	-	25,825	16,598
	25,825	50,000	75,285	66,598
Health & Wellbeing:				
NHS Contracts	413,332	-	413,332	241,821
Other Contracts	1,215,354	-	1,215,354	1,111,959
Provision of services	40,416	-	40,416	48,885
Local Authority contract	-	47,000	47,000	47,000
	1,669,102	47,000	1,716,102	1,449,665
Home Support				
Provision of Services	32,690	-	32,690	13,000
	32,690	-	32,690	13,000
	1,727,617	97,000	1,824,617	1,529,263

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4. INCOME FROM OTHER TRADING ACTIVITIES

	2025 £	2024 £
Sale of goods and services	14,699	27,100
	14,699	27,100

5. INVESTMENT INCOME

	2025 £	2024 £
Bank & Bond interest	39,676	37,469
Dividends	28,680	25,163
	68,356	62,632

6. ANALYSIS OF EXPENDITURE

	Direct Costs £	Support Costs £	2025 Total Costs £	2024 Total Costs £
Charitable Activities:				
Information, Advice & Guidance	97,823	17,636	115,459	139,638
Day Opportunities	97,695	15,245	112,940	105,132
Health & Wellbeing	1,773,848	318,559	2,092,407	1,838,010
Home Support	40,398	7,506	47,904	42,778
	2,009,764	358,946	2,368,710	2,125,558
Raising Funds	11,182	24,630	35,812	35,655
	2,020,946	383,576	2,404,522	2,161,213

7. SUPPORT COSTS

	2025 £	2024 £
Support staff costs	95,106	109,473
Depreciation	1,679	1,854
Information technology	63,977	65,314
Premises costs	159,652	144,299
Office costs	47,648	45,490
Other support costs	7,975	6,975
Governance costs	7,539	7,705
	383,576	381,110

Support costs provide the organisational infrastructure that enables the charitable activities. Premises, office costs, human resources and information technology have been allocated on a per capita basis. Other overheads have been allocated on a proportionate basis.

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8. GOVERNANCE COSTS

	2025	2024
	£	£
Audit fees	7,000	7,510
Other services	-	-
Trustee meetings	539	195
	7,539	7,705

9. NET MOVEMENT IN FUNDS

	2025	2024
	£	£
This is stated after charging:		
Depreciation	1,678	1,854
Audit fees	7,000	7,510
Trustees' professional indemnity insurance	450	450

10. EMPLOYEES

	2025	2024
	£	£
Staff costs consist of:		
Wages and salaries	1,764,542	1,565,378
Social security costs	147,478	116,754
Pension costs	42,061	39,094
Recruitment costs	3,150	13,854
	1,957,231	1,735,080

	2025	2024
Average Headcount	77	72
Full Time Equivalent	58	55

Staff costs for the year included redundancy costs of £24,556 (2023/24: Nil).

Key management staff included the Chief Executive, Deputy Chief Executive, Finance Manager, Services Manager, and Health & Wellbeing Manager posts. The total staff costs for key management staff during the year were £286,410 (2023/24: £290,359). One employee received remuneration of between £70,000 and £80,000 (2023/24: One employee £60,000-£70,000)

No Trustee or any person connected to them received any remuneration in the year (2023/24: Nil).

No Trustee was reimbursed for expenses in the year (2023/24: Nil).

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11. TANGIBLE ASSETS	Furniture & Equipment	Total
Cost	£	£
At 1 April 2024	53,470	53,470
Additions	-	-
Disposals	(5,200)	(5,200)
At 31 March 2025	48,270	48,270
Depreciation		
At 1 April 2024	50,323	50,323
Charge for the year	1,678	1,678
Released on disposal	(5,200)	(5,200)
At 31 March 2025	46,801	46,801
Net Book Value		
At 31 March 2024	3,147	3,147
At 31 March 2025	1,469	1,469

12. FIXED ASSET INVESTMENTS

	Shares in subsidiary undertaking	Cash	Listed investments	2025 Total	2024 Total
	£	£	£	£	£
Charity					
Cost / Market value at 1 April 2024	2	170,000	1,371,105	1,541,107	1,551,248
Provisions	-	-	-	-	-
Initial assets invested		-	-	-	-
Additions	-	-	253,671	253,671	638,629
Disposals	-	(170,000)	(259,804)	(429,804)	(672,704)
Change in value in year	-	-	14,973	14,973	23,694
Movement on cash balances	-	-	(3,542)	(3,542)	240
Market value at 31 March 2025	2	-	1,376,403	1,376,405	1,541,107
Historical cost	2	170,000	1,371,105	1,541,107	1,358,242

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	Shares in subsidiary undertaking	Cash	Listed investments	2025 Total	2024 Total
Material investments at market value (in excess of 5% of valuation)	£	£	£	£	£
Ishares II PLC USD Tips Ucits ETF GBP Dis Hedged	-	-	71,026	71,026	-
Ishares Physical Metals PLC Ishares Physical Gold etc	-	-	101,860	101,860	-
Janus Henderson Fixed Interest Monthly Income Fund FQ Inc	-	-	-	-	69,138
Jupiter Unit Trust Managers Ltd Jupiter Global Strat Bond X	-	-	-	-	69,809
Federated Hermes Cash Mgmt Funds	-	-	74,869	74,869	71,260
Flagstone IM Deposit Accounts	-	-	-	-	85,000
Hampshire Trust Bank	-	-	-	-	85,000
Investments by Class:					
UK Bonds	-	-	298,269	298,269	271,308
Overseas Bonds	-	-	311,174	311,174	327,152
UK Equities	-	-	64,713	64,713	67,927
Overseas Equities	-	-	216,253	216,253	203,335
Global Investments	-	-	-	-	13,324
Absolute Return	-	-	136,022	136,022	154,299
Property	-	-	93,915	93,915	97,464
Commodities	-	-	101,860	101,860	43,013
Other Investments	-	-	62,996	62,996	86,624
Cash Product	-	-	74,869	74,869	85,800
Cash	-	-	16,332	16,332	189,874
Unlisted Investments	2	-	-	2	2
	2	-	1,376,403	1,376,405	1,541,107

Holdings of more than 20%

The Charity holds more than 20% of the share capital of the following company:

Subsidiary undertakings	Country of Incorporation or registration	Proportion of voting rights and ordinary share capital held	Nature of business
Age UK South East London Trading Limited	England and Wales	100%	Provider of general services

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A summary of the subsidiary's results for 2025 are shown below:

	2025	2024
	£	£
Turnover	-	-
Cost of sales	-	-
Administration costs	-	-
Profit for the financial year	-	-
Aggregate share capital and reserves	2,019	2,019

13. CURRENT ASSET INVESTMENTS

	2025	2024
	£	£
Flagstone IM Deposit Accounts	196,225	170,000
Redwood Bank	85,000	85,000
Hampshire Trust Bank	85,000	-
	366,225	255,000

14. CURRENT ASSET: PROPERTY

	2025	2024
	£	£
Freehold Property: Sold subject to planning permission	121,684	121,684

The property is sold subject to planning permission, the income from which will be used to further meet the Charities objectives and needs of its beneficiaries.

In 1982 Age UK Bromley & Greenwich paid a nominal £1 to Black Cap Investments Limited for a property in Chislehurst. The property is in the accounts as at its 1982 market value, plus the cost of refurbishment. In 2004 P K Soloman and Co, Chartered Surveyors valued the property at an open market value of £787,500.

15. DEBTORS

	2025	2024
	£	£
Sundry debtors and prepayments	183,497	153,121
Accrued income	22,539	30,977
	206,036	184,098

16. CREDITORS: amounts falling due within one year

	2025	2024
	£	£
Accruals and deferred income	53,279	19,719
Other creditors	7,245	10,546
	60,524	30,265

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17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Designated funds	Restricted funds	Total funds 2025
	£	£	£	£
Fixed assets	-	1,469	-	1,469
Investments	639,851	736,554	-	1,376,405
Current assets	607,364	193,039	67,208	867,611
Creditors due within one year	(60,524)	-	-	(60,524)
Pension debt	(1,957)	-	-	(1,957)
	1,184,734	931,062	67,208	2,183,004

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS (continued)

Comparative year information
Year ended 31 March 2024

	Unrestricted funds	Designated funds	Restricted funds	Total funds 2024
	£	£	£	£
Fixed assets	-	3,147	-	3,147
Investments	740,525	800,582	-	1,541,107
Current assets	535,869	229,031	91,224	856,124
Creditors due within one year	(30,265)	-	-	(30,265)
Pension debt	(997)	-	-	(997)
	1,245,132	1,032,760	91,224	2,369,116

18. RESTRICTED FUNDS

	As at 1 April 2024	Income	Expenditure	As at 31 March 2025
	£	£	£	£
Age UK: Emanuel Hospital Foundation	11,872	9,375	21,247	-
Dementia Choir	2,651	1,061	1,799	1,913
Legacy	1,579	-	-	1,579
London Borough of Bromley & Bromley CCG: Care Navigation	14,034	192,492	199,492	7,034
Mayor's Office for Policing and Crime	2,148	-	2,148	-
National Lottery Community Fund	24,699	61,392	53,410	32,681
Plum Care	649	3,120	3,442	327
Royal Borough of Greenwich: Befriending	28,696	53,926	62,838	19,784
Royal Borough of Greenwich: Connecting Communities	1,126	50,000	49,618	1,508
Small Donations: Dementia Hub	3,770	1,389	2,777	2,382
Small Donations: Men and Women in Sheds	-	4,358	4,358	-
Total	91,224	377,113	401,129	67,208

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18. RESTRICTED FUNDS (continued)

Comparative year information Year ended 31 March 2023	As at 1 April 2023	Income	Expenditure	As at 31 March 2024
	£	£	£	£
Age UK: Emanuel Hospital Foundation	3,125	12,500	3,753	11,872
Age UK: Cost of Living Response Fund	8,940	30,000	38,940	-
Age UK London: Special Reserve Fund	-	3,616	3,616	-
Dementia Choir	3,281	1,176	1,806	2,651
DWP: Access to Work	-	422	422	-
Legacy	1,579	-	-	1,579
London Borough of Bromley & Bromley CCG:				
Care Navigation	-	192,492	178,458	14,034
Mayor's Office for Policing and Crime	3,948	-	1,800	2,148
National Lottery Community Fund	13,279	56,521	45,101	24,699
Plum Care	4,360	3,060	6,771	649
Royal Borough of Greenwich: Befriending	2,230	56,474	30,008	28,696
Royal Borough of Greenwich: Connecting Communities	-	50,000	48,874	1,126
Small Donations: Dementia Hub	2,750	2,972	1,952	3,770
Small Donations: Men and Women in Sheds	-	4,862	4,486	-
Total	43,492	414,095	366,363	91,224

Age UK: Emanuel Hospital Foundation – Grant towards Information and Advice provision, and to help ensure there is a sustainable infrastructure of support for older people. Awarded a new two-year grant from January 2023.

Age UK: Cost of Living Response Fund – One year grant to provide information and advice outreach work for signposting and referrals.

Age UK London Special Reserve Fund – to support the work to help older Londoners with the cost of living, additional funding for activities related to the Age UK Cost of Living Response work as above.

Dementia Choir – Donations received towards activities Dementia Choir in the London Borough of Bromley run in partnership with Bromley U3A.

DWP Access to Work – Funding for the provision of specialist equipment and adaptations.

Legacy - for the purpose of supporting Information Technology classes

London Borough of Bromley and Bromley Clinical Commissioning Group: Care Navigation – Funding awarded to deliver the Care Navigator element of the Integrated Care Model, providing non-medical advice and support for people receiving coordinated care.

Mayor's Office for Policing and Crime – Safer in Greenwich programme for the Nepalese Gurkha Veterans project. The c/f funds will be spent during 24/25

National Lottery Community Fund – Three year grant from July 23 to fund the Nepalese Gurkha Veterans project.

Plum Care: Sponsorship towards the running of the Memory Lane Café and Young Onset Dementia group.

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Royal Borough of Greenwich - Connecting Communities: Information, advice and support to engage mainstream services for older people

Royal Borough of Greenwich - Befriending, and support to access mainstream and community services. During 24/25 additional grants were awarded for arts, a seaside trip, a tea dance, and Silver Sunday to enhance and support our programme for befriending in Greenwich.

Small Donations – Donations made specifically to the Memory Lane Café, the Young Onset Dementia Group, and to the Men and Women in Sheds project.

19. DESIGNATED FUNDS

	As at 1 April 2024	New Designations	Designations Released	As at 31 March 2025
Property Development	67,853	-		67,853
Fixed Asset fund	3,147	-	1,678	1,469
Premises	118,359	20,000	44,966	93,393
Organisational Development and Sustainability	690,703	87,500	60,547	717,656
Project Development	144,021	-	100,147	43,874
Pension Trust Potential Employees Debt	8,677	-	1,860	6,817
Total	1,032,760	107,500	209,198	931,062

Designated funds have been set aside by the Trustees for specific future purposes:

Property Development – to enable the sale of the Charities' freehold property to further its charitable strategic objectives.

Fixed Asset fund – these funds represent the net book value of fixed assets held by the Charity.

Premises – to meet the costs of maintaining the premises at Community House, Kingsdale House in the London Borough of Bromley and Sherard Road in the Royal Borough of Greenwich as set out in the terms of the Leases by the Landlords, and to fund any potential premises move. In addition to the above it is the intention that part of the original freehold site will be leased back to Age Concern Bromley. Therefore, a provision has been set aside for the fixtures and fittings of the new space in order to be able to accommodate our service users and employees.

Organisational Development and Sustainability – organisational development, in furtherance of the charity's strategic objectives. Sustainability, to enable the Charity to meet all of its running costs not recoverable from current grants and contracts, whilst striving for full cost recovery.

Project Development – to respond to the development and funding of social enterprise services to meet the needs of older people in London Borough of Bromley and the Royal Borough of Greenwich. Continuation of existing services and pilot projects.

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19. DESIGNATED FUNDS (continued)

Pensions Trust Potential Employees Debt – The estimated amount of employer debt payable in addition to the pension liability on withdrawal for Age UK Bromley & Greenwich been calculated as £8,774 (2024 £9,674)

Comparative year information Year ended 31 March 2024	As at 1 April 2023	New Designations	Designations Released	As at 31 March 2024
Property Development	67,853	-	-	67,853
Fixed Asset fund	3,817	1,184	1,854	3,147
Premises maintenance	151,683	-	33,324	118,359
Organisational Development and Sustainability	735,000	-	44,297	690,703
Project Development	325,382	10,755	192,116	144,021
Pension Trust Potential Employees Debt	12,832	-	4,155	8,677
Total	1,296,567	11,939	275,746	1,032,760

20. LEASE COMMITMENTS

	2025 Land and Buildings £	2025 Vehicles & Equipment £	2024 Land and Buildings £	2024 Vehicles & Equipment £
Operating leases which expire:				
Within one year	17,859	22,084	33,991	17,530
Two to five years	-	41,768	17,582	13,993
More than five years	-	-	-	-
	17,859	63,852	51,574	31,523

21. SHARE CAPITAL

The company is limited by guarantee and has no share capital. The liability of its members is limited to £1 per member.

22. TAXATION

Age Concern Bromley is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

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23. RELATED PARTY TRANSACTIONS

The charity has a leasehold interest in the offices at Community House in Bromley. The term of the lease is in excess less than one year and the annual payment is £30,792.

As at 31st March 2025 there was £54 owed to BVST (2024: Nil).

Age UK Bromley & Greenwich controls 100% of the issued share capital of Age UK South East London Trading Limited. Age UK South East London Trading Limited has an issued share capital of 2,000 £1 Ordinary shares.

24. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net income	(200,125)	(162,304)
Payment to acquire fixed asset	-	(1,184)
Depreciation and impairment of tangible fixed assets	1,678	1,854
Disposal of tangible fixed asset and depreciation	5,200	11,027
Payment for disposal of fixed asset	-	(7,000)
Investment income	(68,356)	(62,632)
(Increase)/Decrease in debtors	(21,938)	126,637
(Decrease)/Increase in creditors	30,259	(19,637)
Net cash flow from operating activities	(253,282)	(113,239)

25. PENSION

FRS102 – Section 28 Disclosures Report

The company participates in the scheme, a multi-employer scheme which provides benefits to some 521 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

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Deficit contributions

From 1 April 2025 to 31 March 2028: £2,100,000 per annum (payable monthly)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of provision

	2025 £	2024 £	2023 £
Present value of provision	1,957	997	2,134

Reconciliation of opening and closing provisions

	2025 £	2024 £
Provision at start of period	997	2,134
Unwinding of the discount factor	26	81
Deficit contribution paid	(1,016)	(1,219)
Remeasurements – impact of any changes in assumptions	12	1
Remeasurements – amendments to the contribution schedule	1,938	-
Provision at end of period	1,957	997

Income and Expenditure Impact

	2025 £	2025 £
Interest expense	26	81
Remeasurements – impact of any change in assumptions	12	1
Remeasurements – amendments to the contribution schedule	1,938	-
Contributions paid in respect of future services*	*	*
Costs recognised in income and expenditure account	*	*

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*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

Assumptions

	31 March 2025 % per annum	31 March 2024 % per annum	31 March 2023 % per annum
Rate of discount	4.84	5.31	5.52

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Deficit Contributions Schedule

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31 March 2025 (£s)	31 March 2024 (£s)	31 March 2023 (£s)
Year 1	698	1,016	1,219
Year 2	698	-	1,016
Year 3	698	-	-
Year 4	-	-	-
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

Accounts

AGE CONCERN BROMLEY

TRADING AS AGE UK BROMLEY & GREENWICH

Annual Report and Financial Statements

Year Ended

31 March 2024

Charity No: 1060861

Company No: 03304510

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
Annual Report and Financial Statements
Year Ended 31 March 2024

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AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Reference and administrative details

Charity and Company Name: Age Concern Bromley trading as Age UK Bromley & Greenwich

Charity No: 1060861

Company No: 03304510

Registered Office: Community House
South Street
Bromley
Kent BR1 1RH

Board of Management

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Chair Lorna Blackwood
Vice Chair Christina Parry
Nell Axelrod
Karina Brown
Julie Dodds
Gordon Hayward
Morgan Vine

Key Management staff Mark Ellison - Chief Executive Officer and Company Secretary
Schola Muhoro - Deputy Chief Executive
Claire Rowberry - Finance Manager
Katie Roff - Health & Wellbeing Manager (Job Share)
Sophie Brewer - Health & Wellbeing Manager (Job Share)
Marie Griffin - Services Manager Greenwich

Independent Auditors Goldwins Limited
75 Maygrove Road
West Hampstead
London
NW6 2EG

Investment Portfolio Managers RBC Brewin Dolphin
12 Smithfield Street
London, EC1A 9LA

Bankers Barclays Bank Plc
167 High Street
Bromley
BR1 1NJ

AGE CONCERN BROMLEY
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Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2024 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), effective 1 January 2015 as updated by Bulletin 1.

Our objectives and activities

The purpose of the charity is to:

- promote the welfare of older people, and
- promote the welfare of adults in and around the London boroughs of Bromley and Greenwich

Age UK Bromley & Greenwich believes that later life should be a fulfilling and enjoyable experience for all older people. The services and activities we provide are aimed at improving the quality of life and well-being and enabling independence.

In planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit – running a charity (PB2)'. The charity delivers its services through funded grants and contracts, charged services and donations. Access to our services is important to the charity and older people on low incomes are offered free welfare benefits check to ensure they are claiming benefits they may be entitled to.

In April 2021 the Trustees developed and agreed a new three-year strategic plan, and reassessed the Vision Mission and Values the organisation will work towards:

Vision: To make Bromley & Greenwich places where all can enjoy later life:

Mission: Age UK Bromley & Greenwich will be the voice of older people in both boroughs

We will work with older people to enable, support, and connect.

We will promote independence and well-being.

The values embedded in our organisation are:

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation and society are enriched by its diversity.

Respect: We respect the life histories of our staff, volunteers, and clients. We believe in their potential and will help to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

During the year 23-24 trustees have monitored organisational performance against our adopted organisational strategic aims:

- To increase access to quality services
- To Maximise and diversify income by increasing social enterprise and voluntary income.
- To increase the voice of older people, challenging discrimination and increasing representation.

Work has started on refreshing the strategy. Staff and service users have been consulted on all aspects of service delivery and strategic direction of the organisation. Trustee and senior management spent the July awayday discussing strategy and ensuring that the organisation was focused on providing sustainable, quality services for older people in both boroughs.

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Achievements and performance

The operating environment for the organisation remains challenging particularly with the higher rate of inflation and the continued cost of living crisis, however the organisation has been able to maintain the services and have expanded our care navigation services in partnership with Oxleas NHS Trust on the frailty pathway in Greenwich. Our Greenwich services offer has increased to include more wellbeing activities such as Art, Yoga and walking tennis.

We continue to work with our partners in Bromley Third Sector Enterprise on the Bromley Well contract. There have been some changes to our service provision in this contract as we adapt to the needs of the health and wellbeing environment within the Boroughs. We have adapted the initially commissioned Sitting Service into a more general post discharge support service. This has been welcomed by hospital colleagues and service users and the usage of the service has steadily increased.

We were pleased to maintain our AQS and Age UK accreditation for our Information and Advice service. Our I and A service along with the form's completion service were instrumental in obtaining over £2,000,000 of benefits payments for older people across the boroughs. This is money that was due to clients which will be spent with the boroughs, and which has a transformational effect on people lives, particularly in an era of a cost-of-living crisis.

In common with other voluntary sector organisations recruitment of staff has been problematic. As an organisation we remain committed to ensuring the highest of standards for staff. All staff receive at least The London Living wage and we undertake to review our employment offer on a regular basis particularly in light of the present cost of living issues. Our strategic planning has staff recruitment and retention as a major factor in future proofing the organisation.

Our plans for developing our Chislehurst site have progressed throughout the year. Planning was applied for by our development partners in December and we await the outcome.

Service performance

Information and Advice

Our Information and Advice service continued to provide personalised assistance, guidance, and support to older and frail individuals, addressing their unique needs and improving their overall quality of life. The team made a total of 3080 contacts and processed 876 referrals. Areas of support provided include benefits, community care, consumer issues, education, employment, family matters, and legal issues such as housing succession, power of attorney and will-making.

A total of 418 individuals have received assistance with benefits.

The Elderly and Frail service was successful in obtaining the AGE UK Quality of Advice Standard (IAQP) and Advice Quality Standard (AQS) certification (July 2023-Nov 2025).

Forms Completion Service

The Forms Completion Service was successful in achieving significant outcomes in benefit claims and providing valuable support to individuals in need. Forms completion service had a total of 836 referrals.

The service had success in securing new awards or increases for clients following revisions or appeals. The total value of successful benefits, council tax, and pension credit claims amounted to £2,147,824.

The service also had a strong volunteer base, with a total of 22 active volunteers throughout the year. These volunteers contributed a total of 1,463 hours of support, helping to achieve successful outcomes for clients. Additionally, the service recruited 6 new volunteers and had a high retention rate among existing volunteers. The service's collaboration with volunteers and various agencies contributed to its success in helping clients navigate complex benefit processes and access the support they needed

Bromley Dementia Support Hub

As part of the Bromley Dementia Support Hub- AUKBG has been successful in providing a range of dementia services such as young onset dementia, dementia befriending, Memory Lane Cafe and Memory singers Choir.

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This year we were successful in providing:

- 48 young onset weekly groups (average weekly attendance of 9)
- 589 befriending sessions (87 clients supported by 28 volunteer befrienders)
- 113 memory lane café sessions – Community House, Venue 28 Beckenham and online sessions- average weekly attendance of 22
- 48 weekly choir sessions (average weekly attendance of 25 attendees)

There is still a significant need for more befriending volunteers, as evidenced by the 14 people waiting for a befriender. The hub also has a waiting list for cafes, indicating a high demand for these social events.

Take Home and Settle (THAS) Bromley

The Take Home and Settle Service facilitates safe and timely, early discharge from hospital by providing comprehensive support to patients in their homes. The hospital discharge team utilise our service to deliver and install necessary equipment for clients, medication, and belongings. We also offer a one-off emergency shop and a follow-up call to ensure the client is settled the next day. Our service extends to patients being discharged right across the entire Borough of Bromley.

The service is very well utilised and highly respected by hospital staff, including those in the therapies department, social services, outpatient clinics, emergency departments, and other relevant wards.

This year, we have supported 1352 clients:

- Delivered 648 of medication
- Delivered and installed 145 pieces of equipment
- Bought and delivered 166 emergency shops and
- Took home and settled 321 clients
- We have also received 100% positive feedback from clients and their families

Take Home and Settle (THAS) Greenwich.

The service is very well utilised and highly respected by hospital staff, including those in the therapies department, social services, outpatient clinics, emergency departments, and other relevant wards.

This year, we have supported 1424 clients, delivered and installed 765 pieces of equipment, and, on average, collected 91% of all clients from the hospital within 30 minutes of receiving a referral. We have also received 100% positive feedback from clients and their families.

Take Home and Settle (THAS) Lewisham

Our Take Home and Settle Service supports early, safe discharge by supporting patients' home from the hospital and ensuring they are settled into their environment. We also assist with emergency shopping, welfare checks, property reviews, equipment deliveries, and medication deliveries. The service can support up to 3 visits following discharge. This year we have completed 914 referrals.

Hospital Aftercare Service (HAS)

We provide up to six weeks of support following a stay in the hospital. We can help with shopping, befriending, welfare calls, information, picking up medications, and running small errands. The service relies on a small band of caring, dedicated volunteers whose service is truly valued.

Referrals are generally received via our Care Navigators within the hospital, although we accept self-referrals and referrals from external agencies.

The service has seen a rise in more complex referrals, some of these referrals were declined as they were not suitable for a volunteer-delivered service. We have successfully completed 125 referrals

Long-Term Health Conditions Service

The long-term health conditions service from the inception date of 2017 until now has evolved into one of the major support services in Bromley for people living with a long-term health condition. We provide person centred support

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to assist with behaviour, change to elicit positive lifestyle changes while helping with the management of various long term health conditions. The long-term health conditions service also produced a short video to highlight our services which also includes testimonials from three of our clients on their experiences.

Our popular eight-week health & wellbeing programme covers subjects such as: good health, eating well & drinking sensibly, physical activity & preventing falls, stress busting, pain management, ensuring good medical care and planning for the future:

We also run support groups for people living with Fibromyalgia & Chronic Pain, as well as a general support group for people living with a long-term health condition.

This year we have facilitated 20 health and wellbeing programmes across Bromley whilst engaging with 176 participants who attended these workshops and facilitated 104 peer support groups.

Handyperson Service

The Handy Person Service is designed to help individuals maintain their independence by ensuring their home environment is safe and accessible. This service aims to reduce reliance on statutory services by offering practical support and assistance with various home maintenance tasks.

Free Service Eligibility: The service is free for eligible individuals.

- Referral Sources: Clinical Staff, Transfer of Care Bureau & Bromley Local Authority Staff, including Social Care Practitioners

For residents of the Borough of Bromley who are not eligible for the free service the Handy Person Service is available at an hourly rate.

The Handy Person Service is an invaluable resource for those who need assistance with maintaining a safe and functional home environment, ultimately supporting their independence and well-being. Last year, we completed 1275 jobs.

Post Discharge Settling Service (PDSS)

The Post Discharge Settling Service supports patients once they are home from hospital. The service is also a vital link to the community aiming to prevent readmission. We help people access shopping support, benefits entitlements, carers, cleaners, social workers, social prescribers and referrals to other Age UK Bromley & Greenwich and Bromley Well organisations and other appropriate charities.

Our service extends to patients being discharged right across the entire Borough of Bromley.

The service has evolved and improved significantly over the last year. Now, PDSS better suits patient needs and the discharge process. The improvement of the service is reflected in the increase in referrals. We have supported 176 people this year, compared to 35 the previous year.

Clip It

The Clip It service offers basic nail cutting to help people remain mobile and active. It is available to residents of the Borough of Bromley and Greenwich. We offer a wide range of clinics to ensure people have as much choice as possible. The service is well received. We work closely with GPs as required and clients Next of Kins if requested. We remain flexible to ensure we provide an inclusive service to older and vulnerable people.

We completed approximately 2000 appointments this year, which included 313 new clients.

The Post COVID Syndrome Community Pathway.

Following the COVID-19 pandemic, as of March 2023, an estimated 2.0 million people living in private households in the UK were experiencing self-reported post COVID symptoms (also known as long COVID). >750,000 have persistent Long COVID for > 2 years.

Fatigue is the most common symptom, followed by difficulty concentrating, shortness of breath and muscle ache. The pathway is provided by a multidisciplinary team that includes Occupational Therapists, a Physiotherapist, a Therapy Assistant, a Senior Psychological Wellbeing Practitioner (Bromley Talking Therapies), a Care Navigator (Age UK B&G/Bromley Well) and the Post COVID Pathway Coordinator. The team is supported by Consultants and GPs and meets regularly to discuss individual care needs.

This year we have received 143 referrals and have had a good attendance at two Peer support groups.

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Acute Frailty Assessment Unit - Care Navigation

The Acute Frailty Assessment Unit at the Princess Royal University Hospital caters to elderly frail patients who present in the emergency department (ED) with medical needs. Once assessed in the ED by our Clinical Nurse Specialists, patients are transferred to the AFAU ward, where they are offered rapid assessment with a view to an early discharge.

The Frailty Team is a multidisciplinary team. We are the last component of this team. Our role is to refer or signpost patients and carers to community resources and listen to their wants and needs. This includes referrals to Age UK B&G services and other charities and organisations.

Our work with patients is varied and individual and covers the more regular services such as referrals/signposts to Personal alarm services/ key safe installation/obtaining benefits/reducing social isolation/ discharge transport etc but may also include irregular requests such as information about the disabilities facilities grants/ supporting clients to approach their social landlords about a move to more disability friendly accommodation.

We have assisted patients from up to 8 neighbouring local authority areas. We work across all emergency department services, A & E, Critical Decision Unit, Emergency and Assessment Unit and AFAU. We screen all patients on AFAU for the support they may need input in the ED Departments usually comes via referrals from colleagues. Regular MDT meetings throughout the day updates us on the patient's status. This year we have signposted to 156 patients to Befriending services and 308 for Personal fall alarms.

Service- Frailty Care Navigators – Transfer of Care

Our Bromley Well Frailty Care Navigators are based at the Princess Royal Hospital – Transfer of Care Team in the discharge team. We work alongside Discharge coordinators, patient navigators, ward staff, occupational therapists and many other health professionals to ensure safe and timely discharges, often in a face paced environment. As Care navigators we provide Age UK Bromley & Greenwich/Bromley Well support to all medical wards. We visit patients on ward at the time they are most vulnerable providing patients with empathy, care and support, often at an emotional time. We provide patients with one to ones where we discuss any type of support the patient may need, it is very much lead by the patients' needs and choices. We also have close contact with patients' friends and family providing face to face and telephone support. Working in this role we feel very lucky because there are various emergency services we can access and refer the patient too. We facilitate discharges by making daily emergency referrals for shopping, key safes, equipment and medical deliveries, this supports the patient practically and emotionally on discharge.

This year we have completed over 850 referrals and over 340 ward visits.

ICN - Proactive and Frailty Pathways Care Navigators

In 2024, the Care Navigation Service successfully supported 1,289 clients across the Proactive and Frailty Pathways, despite staffing challenges. The team welcomed a new member, CB, who has been instrumental in maintaining service delivery. Key achievements include the launch of an Age UK Bromley & Greenwich EMIS template, enhancing data sharing and reporting within the Proactive Pathway, and the adoption of the EPIC platform for the Frailty Pathway at Orpington Hospital. Positive feedback from patients and professionals highlights the significant impact of the service and the dedication of its team members.

Shopping Service Greenwich

Between April 2023 – March 2024, we worked with 22 unique clients through our new shopping services. Older Greenwich residents under the care of Social Services are referred to us for weekly shops.

We delivered this service every week over this period including over the Christmas holidays.

But it's not only a shopping service we deliver.

We also:

Work in partnership with our clients to agree the best method of communication which meets their individual needs.

Arrange food in date order in the client's fridge and cupboard, to help lessen food waste.

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Clients raise concerns with our Shopping Assistants. In all cases we make sure we explain our role, and how we can signpost / escalate our clients' concerns to the appropriate colleagues / services. We always strive to ensure there are clear communication lines in place, our clients are aware of what we offer, and we manage their expectations.

Our shopping team makes sure they allow time to talk to our clients when they are in their homes, to ensure all is well. We ensure we offer an open, and accessible service to our clients.

Keep in regular contact with client's NOK and other involved stakeholders as and when needed.

Include our shopping clients with our festive offer. In December 2023, we delivered 'goodie bags and lap quilts to clients who wanted them. We make sure our clients with our shopping service are included in our other services. Our Shopping Assistants let our clients know about what else we have to offer, to see if they would like to engage. This includes our Befriending and Information and Advice services.

Here is what some of our clients told us they thought about our shopping service:

"The shopping is wonderfully helpful for me. It has changed everything for the better. I am now able to eat whatever food I want. Before I ate what I was given by carers. I now have toiletries now- no one would but for me before. I am so very grateful, thank you"

It's a wonderful service and well organised, I don't know what I would have done for food if I was not introduced to it."

Shopping service Bromley

The service is available to residents living in the Bromley area and offers the comfort and flexibility of receiving shopping from our dedicated home shopper who will purchase shopping according to a personalised list and preferences. Shopping will be delivered to the home and can be unpacked if requested. We have completed 530 shops this year.

Greenwich Befriending Service

Due to a variety of new funding streams secured for our Greenwich Befriending Service we were able to broaden our offer to Greenwich residents 50 years +.

Between April 2023 and March 2024, we supported 132 unique clients. Activities and services these clients engaged with included our: one to one befriending service, a friendship group, a community choir, arts classes, workshops and community exhibitions at events, yoga, walking netball, dance for wellness, three Trips Out, and three large social events – a Tea Dance, a Winter Warmer Event and an arts event at Eltham Library.

Feedback about our Greenwich Befriending service included

"Just wanted to drop you a line to say how much my partner and I enjoyed the tea dance this afternoon. There was such a lovely atmosphere, and it was obvious that a lot of preparation had taken place. It was not only a lot of fun, it also really opened our eyes to how much is happening in Greenwich and we are looking forward to participating in the future. I have the dates of the art workshops in my diary and will hopefully visit the shed before then – my partner is very interested in doing so. Thank you again for including us."

Bromley Befriending

The befriending service offers a holistic wrap around approach across a variety of support pathways. We tailor (where possible) to the individual needs of each client dependent upon their individual circumstances. Clients are encouraged to attend at all locations offering community support to enable them to form their own support networks. We have seen the members of the community hubs form lunch clubs together, local cinemas offering matinee performances, teaching each other new skills such as knitting and crochet which has led to clients contributing to the Age UK national innocent smoothie campaign.

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We received 221 referrals requesting client support. We offered 224 separate sessions in our hubs and had 1,363 attendances. The walking group offered 12 monthly opportunities and 126 clients attended. The exercise classes continue to be well attended with 48 sessions during the year with 639 client attendances.

Clients who are housebound and living alone with limited support are matched with an individual volunteer who will visit the client weekly for face-to-face companionship in the client's home or via their telephone. Our volunteers offered 58 clients 2,812 hours of companionship. One of our volunteers was honored for the support they provide and received the top award in the category of supporting an individual from community links Bromley, the award was presented by the mayor of Bromley.

This year befriending has collaborated with the Bromley Homeless charity to provide food donations, Bromley trading standards continue to support the hubs with scam awareness sessions, SELCE supported clients with energy poverty. The Beckenham quilters continue to support befriending with their beautiful lap quilts which have helped keep clients warm during the colder weather. Clients attended a summer party at Community house and we ended the year with a larger celebration at the United reform Church. Clients from befriending and the adult carers service enjoyed an afternoon of food, live music and dancing. The feedback was very positive, and an enjoyable time was had by all attending.

Adult Carers Support Service

Our service supports adult carers 19 years + with a wide range of needs including carers whose cared for have: - dementia, Parkinson, a child who has a life limiting condition, physical disabilities due to a stroke and a grandchild who has attention deficit hyperactivity disorder.

The carers we met presented themselves with their own needs including: - financial worries, mental health needs, challenges with being able to manage caring responsibilities and working, physical health problems, loneliness and isolation.

We provided ongoing, regular support by:

- One to one contact in person, over the phone and online
- Organizing regular in person and virtual peer to peer support groups and once off events.
- Delivering opportunities where carers came together with services to highlight their and their cared for needs.

During this period our Adult Carers Support Service received 285 referrals, produced 14 e-bulletins, circulated these to 993 recipients and held 24 peer support groups meetings.

Our service supported 32 carers to secure £4,000 from London Borough of Bromley's Household Support Fund.

We delivered a:

- Feel-good event with hula hoops. The aim of this successful occasion was to promote positive health and wellbeing.
- Consultation opportunities with our members about the London Borough of Bromley's Carers Strategy. This was a partnership piece of work with BTSE and Southeast London Mind. 16 carers took part.
-

One carer who took part told us ***"We had plenty of opportunity to air our views and we felt we were heard."***

- Christmas party with our colleagues in Long Term Health Conditions.

Gurkha Project

The Nepalese Gurkha Veterans Community Project located in the Royal Borough of Greenwich supports the Gurkha community to be happier living in the UK and to adjust to UK life. For the Gurkha community, the challenge of community integration is more intense because they are seeking to assimilate in the host community, where the language and cultural differences are acute. They are nervous about engaging with the community. Many are at risk of social isolation.

Thirty members of the project attended Age UK Bromley & Greenwich's Silver Sunday Tea Dance, a community event which enabled older Greenwich residents, to come together and connect with each other, to meet new people and to learn what our organisation has to offer by way of our services and activities.

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The project enjoyed music and refreshments with members of our other groups. Despite the language barrier, people joined in singing and dancing together. The project was made to feel so welcome that two of our members had the confidence to get up and sing on the mike. The event was so popular and had a positive impact that our members have asked for more opportunities like this where people from different backgrounds can come together, enjoy an activity that is inclusive without language being an issue.

Men In Sheds

Between April 2023 – March 2024, Eltham and Penge Shed had an average weekly attendance of 46 unique members.

During this period our sheds took part in 5 community events including Penge Art Trail, Pengemas, Silver Sunday celebrations, Greenwich Winter Warmer and an Easter arts event at Eltham Library. S

Volunteering

The impact made by all of our 210 volunteers is immeasurable and through their continued support to the work that we do, our services are able to develop and reach more older people across Bromley and Greenwich. Last year our volunteer team gave 15,375 support hours.

Our volunteers were involved with the sorting, packing, and delivering of Christmas hampers to our clients. 44 food hamper bags were delivered to some of our most vulnerable clients.

Our Bromley befriending volunteers won the category of supporting an individual at Community Links Bromley, Volunteer Awards. Volunteers from the Forms Completion service were one of the nominations for the team award alongside two of our befriending volunteers who also received a supporting an individual nomination. For volunteers' week 2023 we sent out certificates and thank you cards to all our volunteers.

Financial review

The financial statements cover the activities of Age UK Bromley & Greenwich. Income for the year £1,998,909 (2023: £2,013,664) and expenditure £2,161,213 (2023: £2,171,767). There was an operating deficit during the year of £162,304 (2023: £158,103 deficit).

Total reserves at 31 March 2024 are £2,369,116 (2023: £2,506,349) of which the Trustees have designated £1,032,760 (2023: £1,296,567) for future use, general unrestricted reserves of £1,246,129 (2023: £1,168,424), and restricted funds of £91,224 (2023: £43,492)

Income

Age UK Bromley & Greenwich is very grateful to the commissioners of services, individuals and organisations that made donations to support our work with and for older people. The income for charitable activities totalling £1,529,263 covering information, advice and guidance, health & wellbeing and home support was mainly from contracts and grants. The legacy and donation income was £64,139 compared to £28,015 in the previous year (2023). This included legacies worth £46,367. We are grateful to all those who remembered the charity in their will. The income from legacies will be used supporting the services of the organisation.

The value of the generous donation of the volunteers' time is not incorporated into the financial statements. If it were, it would be a significant sum.

Expenditure

Total expenditure was £2,161,213 compared to £2,171,767 in the previous year (2023). The main expenditure was employment costs of £1,735,080 (2023: £1,710,825). The cost of raising funds was £35,655 (2023: £31,765) and careful control was maintained on administrative costs.

The balance sheet demonstrates that the financial position overall is satisfactory, and the Trustees are satisfied with the performance of the organisation for the year.

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Reserves

Age UK Bromley & Greenwich maintains reserves to cover the impact of unforeseen events, to meet its financial obligations, and to set aside funds for future development or to meet future commitments. The Trustees have agreed a framework for determining the minimum level of reserves considered necessary to safeguard the charity's solvency. It defines a minimum level of reserves which should be maintained as well as what specific reserves are available to fulfil this requirement. The calculation is based upon the charity's financial position and outlook, considering estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

The Trustees aim to hold approximately six months operating costs of £1,228,982 (2023: £1,171,000), and these are held within the general unrestricted funds to meet these requirements. Unrestricted general funds at 31 March 2024 are £1,246,129 (2023: £1,168,424). The designated funds total £1,032,760 (2023: £1,296,567), restricted funds £91,224 (2023: £43,492), and the deficit of £997 for the pension scheme liability funding arrangement, see note 25 (2023: deficit of £2,134), is as stated in the Statement of Financial Activities and Balance Sheet pages 17 & 19.

Investments

Under the Memorandum and Articles of Association, the charity has the power to invest funds not immediately required for its own purposes, in any way the Trustees see fit.

The Trustees appointed RBC Brewin Dolphin to manage the investment portfolio. The Charity's main financial objectives and reasons for the new investment portfolio are:

- To grow the capital over the investment period to protect the value of the invested capital against inflation
- To generate income to a higher level of income than is available from cash deposits

Overall, the objective for the portfolio will be to maintain the real value of investments against inflation over the 'medium to long-term' (5-7 years), whilst looking to generate a natural level of income to support smaller projects.

Income achieved during the year from all investments was £62,632 (2023: £26,699).

Fundraising

Age UK Bromley & Greenwich does not employ any professional fundraisers to fund raise on its behalf, but all staff members and any volunteers involved in fundraising activities are trained in accordance with recognised standards to ensure that the public, including vulnerable people, are protected from unreasonable or intrusive approaches. Age UK Bromley & Greenwich has not received any complaints about its fund-raising activities.

Plans for the future

Throughout the year Trustees have worked with the charity's professional advisors to market the Chislehurst property. A Developer partner has been chosen following a comprehensive tendering process, and conditional contracts have been exchanged in early 2023. The developer will work towards obtaining planning permission, which will hopefully lead to the completion of the deal within the next 18 months.

Trustees will continue to monitor performance against our three-year strategic plan at Trustees meetings.

We will work with other voluntary and statutory partners in order to help as best we can to minimise the cost-of-living crisis.

We will work with our partners in BTSE to ensure the continued success of the Bromley Well project. Our successful bid for this important work means that Bromley Well services are funded for a further five years with the possibility of a further two-year extension

We will continue work closely with the health service in both boroughs to ensure that older people's needs are represented at the highest level.

We will continue to diversify our income streams and work towards ongoing financial sustainability to meet the challenges and opportunities in the year ahead.

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Trustees' Annual Report

Directors and Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are as follows:

Lorna Blackwood
Christina Parry
Thomas Pannett
Nell Axelrod
Michael Beeson
Karina Brown
Julie Dodds
Gordon Hayward
Morgan Vine

Chair
Vice Chair
Hon. Treasurer Resigned 9th November 2023

Resigned 30th July 2024

Key Management Personnel

Chief Executive
Deputy Chief Executive
Finance Manager
Health & Wellbeing Manager
Health & Wellbeing Manager
Health & Wellbeing Manager
Services Manager Greenwich

Mark Ellison
Schola Muhoro
Claire Rowberry
Katie Roff (maternity leave 1st July 23 to 11th August 24)
Maria Harris (maternity cover from 1st July 23 to 11th August 24)
Sophie Brewer (from 1st August 2024) Job Share
Marie Griffin

Structure, governance, and management

Age UK Bromley & Greenwich is an independent charity, responsible for its own governance and funding. Age UK Bromley & Greenwich operates a wholly owned subsidiary company Age UK South East London Trading Ltd. Age UK Bromley & Greenwich is a partner of the national charity Age UK and works with the network of local Age UKs across the country to promote the wellbeing of people in later life contributing to national and regional campaigns and campaign on issues that impact older people locally.

Age UK Bromley & Greenwich is the leading specialist agency working with all older people across the two boroughs. It has a strong reputation locally and regionally for providing person-centred, quality, and innovative preventative services. The Board of Trustees is responsible for the governance of the charity and takes decisions regarding policy and approves strategic actions undertaken by the organisation. The Trustees meet six times in the year and do not receive remuneration for their involvement.

Trustees are elected at the Annual Meeting (AM) in accordance with the Articles of Association. Elections take place at least once every three years and Trustees may serve for a maximum of six consecutive years. Honorary Officers are appointed by the Trustees at their first meeting following the AM and may continue beyond six years save that the Chair may serve for up to a maximum of nine consecutive years.

The Trustees have the power to co-opt during the year providing the number of co-optees does not exceed one third of the total number of elected Trustees. The Trustees regularly review the composition of the Board and where necessary, identify suitable persons to co-opt to enhance or strengthen its skills and experience to discharge its responsibilities. Trustees, who are co-opted during the year by the Trustees, are eligible to stand for election at the next AM.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees Handbook covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

The management function of the charity and subsidiary company is delegated to the Chief Executive who ensures that the Trustees are well briefed and reports to the Board at meetings.

AGE CONCERN BROMLEY
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Trustees' Annual Report

The Trustees do not receive remuneration or other benefit from their work with Age UK Bromley & Greenwich. Any connection between a Trustee of the charity must be disclosed to the Board and recorded in the same way as any other contractual relationship with a related party. In the year ending 31st March 2024 no such related party transactions were recorded, other than reported in note 23.

The Trustees agree the Chief Executive remuneration and periodically compare it to external benchmarks related to posts with similar duties and responsibilities. The Chief Executive is responsible for reviewing the remuneration of other key management personnel, Deputy Chief Executive, Finance Manager, Health & Wellbeing Manager, and Services Manager and other staff, based on their responsibilities and performance and informs the Trustees of any significant changes. The Trustees review the RPI index and consider whether to award any cost-of-living increases.

Risk management

The Trustees regularly review risks faced by the Charity and its subsidiary undertakings and a Risk Register is maintained and annually reviewed. The risk register covers key areas in the management of financial and non financial risks to the charity. The risks are identified, steps taken to mitigate those risks or minimise any potential impact. These areas include:

- Financial risks
- Business and service delivery risks
- Governance risk
- Organisational risks
- Cyber security

The key risks identified that ranked highest in terms of potential impact on the charity are: The impact of lack of funding, loss of key staff and maintaining good reputational standing.

Trustees keep the income of the Charity under review and receive monthly management accounts and other financial statements. A funding/income generation strategy has been developed together with social enterprise activities. As the Charity shares the Age UK brand with other local Age UKs and the national partner Age UK through the Brand Partnership Agreement, it is outside the 'gift' of the Trustees alone to mitigate all aspects to reputational risk.

Trustees' responsibilities in relation to the financial statements

The Trustees (who are directors for the purpose of the company) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and accounting estimates that are reasonable and prudent.
- state whether applicable accounting standards 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 charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

**AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
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Trustees' Annual Report

They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Lorna Blackwood - Chair
Date: 24th September 2024

**AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)**

**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2024**

Opinion

We have audited the financial statements of Age Concern Bromley (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2024**

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.

Opinion on other matter prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Our responsibilities for the audit of the financial statements

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

**AGE CONCERN BROMLEY
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**Independent Auditor's Report To the members of AGE CONCERN BROMLEY
for the Year Ended 31 March 2024**

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

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

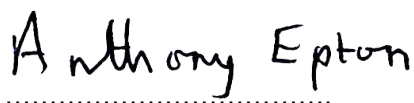
- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

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


.....

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

8 October 2024

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
INCOME FROM:					
Donations, Grants and Legacies	2	62,819	317,095	379,914	309,408
Charitable activities	3	1,432,263	97,000	1,529,263	1,644,279
Other trading activities	4	27,100	-	27,100	33,278
Investments	5	62,632	-	62,632	26,699
TOTAL INCOME		1,584,814	414,095	1,998,909	2,013,664
EXPENDITURE ON:					
Raising funds		35,655	-	35,655	31,765
Charitable activities		1,759,195	366,363	2,125,558	2,140,002
TOTAL EXPENDITURE	6	1,794,850	366,363	2,161,213	2,171,767
Net income/(expenditure) before gains/(losses) on investments and pension scheme		(210,036)	47,732	(162,304)	(158,103)
Realised/unrealised gains/(losses) on Investments	12	23,934	-	23,934	(11,130)
Gains on pension scheme	25	1,137	-	1,137	1,213
NET MOVEMENT IN FUNDS		(184,965)	47,732	(137,233)	(168,020)
TOTAL FUNDS BROUGHT FORWARD		2,462,857	43,492	2,506,349	2,674,369
TOTAL FUNDS CARRIED FORWARD		2,277,892	91,224	2,369,116	2,506,349

All amounts relate to continuing activities.

The notes on pages 21 to 37 form part of these statutory financial statements

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2024

Comparative year information Year Ended 31 March 2023	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £
INCOME FROM:				
Donations, Grants and Legacies	2	25,042	284,366	309,408
Charitable activities	3	1,570,259	74,020	1,644,279
Other trading activities	4	33,278	-	33,278
Investments	5	26,699	-	26,699
TOTAL INCOME		1,655,278	358,386	2,013,664
EXPENDITURE ON:				
Raising funds		31,765	-	31,765
Charitable activities		1,776,458	363,544	2,140,002
TOTAL EXPENDITURE	6	1,808,223	363,544	2,171,767
Net (expenditure) / income before gains/(losses) on pension scheme		(152,945)	(5,158)	(158,103)
Realised/unrealised gains/(losses) on Investments	12	(11,130)	-	(11,130)
Gains / (losses) on pension scheme	25	1,213	-	1,213
NET MOVEMENT IN FUNDS		(162,862)	(5,158)	(168,020)
TOTAL FUNDS BROUGHT FORWARD		2,625,719	48,650	2,674,369
TOTAL FUNDS CARRIED FORWARD		2,462,857	43,492	2,506,349

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee – Company Registration Number 3304510)

Balance Sheet as at 31 March 2024

	Note	Total 2024 £	Total 2023 £
FIXED ASSETS			
Tangible fixed assets	11	3,147	3,817
Investment in trading subsidiary	12	2	2
Fixed asset investments	12	1,541,105	1,551,246
		1,544,254	1,555,065
CURRENT ASSETS			
Current asset investments	13	255,000	170,000
Current asset: freehold property	14	121,684	121,684
Debtors	15	184,098	310,735
Cash at bank and in hand		295,342	400,901
		856,124	1,003,320
CREDITORS: amounts falling due within one year	16	30,265	49,902
NET CURRENT ASSETS		825,859	953,418
Provisions for liabilities and charge	25	997	2,134
NET ASSETS		2,369,116	2,506,349
FUNDS			
General unrestricted funds		1,246,129	1,168,424
Restricted funds	18	91,224	43,492
Designated funds	19	1,032,760	1,296,567
Unrestricted pension funds	25	(997)	(2,134)
	18	2,369,116	2,506,349

The financial statements were approved by the Board of Trustees on the 24th September 2024 and signed on their behalf by:

L M Blackwood

C Parry

Lorna Blackwood – Chair

Christina Parry – Vice Chair

The notes on pages 21 to 37 form part of these statutory financial statements.

AGE CONCERN BROMLEY
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Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
CASH FLOW FROM OPERATING ACTIVITIES	24	(113,239)	(137,028)
NET CASH FLOW FROM OPERATING ACTIVITIES		(113,239)	(137,028)
CASH FLOW FROM INVESTING ACTIVITIES			
Payments to acquire investments		(723,213)	(2,017,462)
Receipts from disposal of fixed asset investments		668,261	1,306,202
Receipts from disposal of current asset investments		-	338,022
Interest received		37,469	14,648
Dividends received		25,163	12,051
NET CASH FLOW FROM INVESTING ACTIVITIES		7,680	(346,539)
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		(105,559)	(483,567)
CASH AND CASH EQUIVALENTS AT 1ST APRIL 2023		400,901	884,468
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2024		295,342	400,901
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		295,342	400,901
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2024		295,342	400,901

**AGE CONCERN BROMLEY
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(A Company Limited by Guarantee)**

Notes to the Financial Statements for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparation

Age Concern Bromley (trading as Age UK Bromley & Greenwich) is a company limited by guarantee registered in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote the welfare of older people and adults in any manner which now or hereafter may be deemed by law charitable in and around the London Borough of Bromley and the Royal Borough of Greenwich.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

In the opinion of the Trustees, the Charity and its subsidiary undertaking comprise a small group. The Charity has applied the exemption provided by S.398 of the Companies Act 2006 and has not prepared consolidated financial statements.

The Charity has also applied the exemption conferred by FRS102 paragraph 9 on the grounds that the subsidiary undertaking, Age UK South East London Trading Limited, results are not material to the group. The results of the subsidiary undertaking are adequately disclosed in the financial statements.

Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in respect of the coronavirus job retention scheme grant. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned through holding bonds and fixed deposits for investment purposes. It includes dividends.

Other income includes any gains on disposals of tangible fixed assets.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes cost of goods purchased and costs of running events.
- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them; and
- Other expenditure represents those items not falling into the categories above.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 6.

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include costs relating to management, governance, human resources, information technology, finance, and premises and office costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises, office costs, human resources and

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Notes to the Financial Statements for the Year Ended 31 March 2024

information technology have been allocated on a per capita basis, and other overheads have been allocated on a proportionate basis.

Tangible Fixed Assets

Tangible fixed assets are stated at cost or valuation less accumulated depreciation and accumulated impairment losses.

Purchases of assets of value £1,000 and over are capitalised. Depreciation is provided on all capitalised assets at rates estimated to write off the cost less estimated residual value, of each asset over its expected useful life as follows:

Buildings	- 2% straight line
Furniture	- 25% straight line
Equipment/computers	- 33.33% straight line
Motor vehicle	- 25% straight line

Investments

Investments held as fixed and current assets are stated at fair value which is normally the cost less any transaction costs. Realised gains and losses on the sale of investments are included in the Statement of Financial Activities.

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than three months.

Fixed asset investments are investments with a maturity of more than three months.

Leased Assets

All leases are treated as operating leases. Their annual rentals are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension cost

The charity operates a defined contribution plan makes payments to individual pension schemes in accordance with their contract of employment.

A number of employees belong to the Pension's Trust Growth Plan Series 4 Pension Scheme, which is a defined benefit scheme. As it is not possible to identify the charity's share of the underlying assets and liabilities in the scheme on a consistent and reasonable basis, contributions are charged to the income and expenditure account as they are paid. The charity also makes contributions to the scheme in relation to a deficit on a past employees' defined benefit scheme and in accordance with FRS 102 the charity recognises the present value of contributions payable.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

See note 11 for the carrying amount of the property plant and equipment, and the tangible fixed assets accounting policies, above, for the useful economic lives for the assets.

There are no key assumptions concerning the future and other key 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 financial year.

There are no key assumptions concerning the future and other key 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 financial year.

Pensions

The present value of the pension's provision depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in the rate of discount, which is disclosed in note 25, will impact the carrying amount of the pension provision.

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

2. INCOME FROM DONATIONS, GRANTS AND LEGACIES

	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Legacies	46,367	-	46,367	13,491
Donations	5,702	12,070	17,772	14,524
	52,069	12,070	64,139	28,015
Age UK	10,750	42,500	53,250	28,484
Age UK London	-	3,616	3,616	-
Armed Forces Covenant Fund	-	-	-	26,362
Bromley CCG & London Borough of Bromley	-	192,492	192,492	192,492
National Lottery	-	56,521	56,521	30,401
Royal Borough of Greenwich	-	9,474	9,474	-
Other grants	-	422	422	3,654
	10,750	305,025	315,775	281,393
	62,819	317,095	379,914	309,408

3. INCOME FROM CHARITABLE ACTIVITIES

	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Information, Advice & Guidance:				
Local Authority contracts	-	50,000	50,000	40,500
Other contracts	16,598	-	16,598	16,060
	16,598	50,000	66,598	56,560
Health & Wellbeing:				
NHS Contracts	241,821	-	241,821	301,658
Other Contracts	1,111,959	-	1,111,959	1,154,057
Provision of services	48,885	-	48,885	74,709
Local Authority contract	-	47,000	47,000	30,000
	1,402,665	47,000	1,449,665	1,560,424
Home Support				
Provision of Services	13,000	-	13,000	27,295
	13,000	-	13,000	27,295
	1,432,263	97,000	1,529,263	1,644,279

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Notes to the Financial Statements for the Year Ended 31 March 2024

4. INCOME FROM OTHER TRADING ACTIVITIES

	2024 £	2023 £
Sale of goods and services	27,100	33,278
	27,100	33,278

5. INVESTMENT INCOME

	2024 £	2023 £
Bank & Bond interest	37,469	14,648
Dividends	25,163	12,051
	62,632	26,699

6. ANALYSIS OF EXPENDITURE

	Direct Costs £	Support Costs £	2024 Total Costs £	2023 Total Costs £
Charitable Activities:				
Information, Advice & Guidance	99,588	40,050	139,638	176,113
Day Opportunities	87,771	17,361	105,132	111,035
Health & Wellbeing	1,547,526	290,484	1,838,010	1,832,411
Home Support	34,046	8,732	42,778	20,443
	1,768,931	356,627	2,125,558	2,140,002
Raising Funds	11,172	24,483	35,655	31,765
	1,780,103	381,110	2,161,213	2,171,767

7. SUPPORT COSTS

	2024 £	2023 £
Support staff costs	109,473	133,697
Depreciation	1,854	714
Information technology	65,314	53,536
Premises costs	144,299	139,152
Office costs	45,490	53,248
Other support costs	6,975	61,515
Governance costs	7,705	13,015
	381,110	454,877

Support costs provide the organisational infrastructure that enables the charitable activities. Premises, office costs, human resources and information technology have been allocated on a per capita basis. Other overheads have been allocated on a proportionate basis.

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Notes to the Financial Statements for the Year Ended 31 March 2024

8. GOVERNANCE COSTS

	2024 £	2023 £
Audit fees	7,510	11,418
Other services	-	1,406
Trustee meetings	195	191
	7,705	13,015

9. NET MOVEMENT IN FUNDS

	2024 £	2023 £
This is stated after charging:		
Depreciation	1,854	714
Audit fees	7,510	11,418
Trustees' professional indemnity insurance	450	422

10. EMPLOYEES

	2024 £	2023 £
Staff costs consist of:		
Wages and salaries	1,565,378	1,529,566
Social security costs	116,754	124,783
Pension costs	39,094	38,148
Recruitment costs	13,854	18,328
	1,735,080	1,710,825

	2024	2023
Average Headcount	72	76
Full Time Equivalent	55	55

No redundancy costs were included during the year (2022/23: £2,161).

Key management staff included the Chief Executive, Deputy Chief Executive, Finance Manager, Services Manager, and Health & Wellbeing Manager posts. The total staff costs for key management staff during the year were £290,359 (2022/23: £261,438). One employee received remuneration of between £60,000 and £70,000 (2022/23: One £60,000-£70,000)

No Trustee or any person connected to them received any remuneration in the year (2022/23: Nil).

No Trustee was reimbursed for expenses in the year (2022/23: Nil).

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Notes to the Financial Statements for the Year Ended 31 March 2024

11. TANGIBLE ASSETS	Furniture & Equipment	Motor Vehicles	Total
Cost	£	£	£
At 1 April 2023	52,286	11,027	63,313
Additions	1,184	-	1,184
Disposals	-	(11,027)	(11,027)
At 31 March 2024	53,470	-	53,470
Depreciation			
At 1 April 2023	48,469	11,027	59,496
Charge for the year	1,854	-	1,854
Released on disposal	-	(11,027)	(11,027)
At 31 March 2024	50,323	-	50,323
Net Book Value			
At 31 March 2023	3,817	-	3,817
At 31 March 2024	3,147	-	3,147

12. FIXED ASSET INVESTMENTS

	Shares in subsidiary undertaking	Cash	Listed investments	2024 Total	2023 Total
Charity	£	£	£	£	£
Cost / Market value at 1 April 2023	2	340,000	1,211,246	1,551,248	853,116
Provisions	-	-	-	-	(1,998)
Initial assets invested	-	-	-	-	1,000,000
Additions	-	-	638,629	638,629	1,000,012
Disposals	-	(170,000)	(502,704)	(672,704)	(1,306,202)
Change in value in year	-	-	23,694	23,694	(11,130)
Movement on cash balances	-	-	240	240	17,450
Market value at 31 March 2024	2	170,000	1,371,105	1,541,107	1,551,248
Historical cost	2,000	170,000	1,356,242	1,358,242	1,222,850

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

	Shares in subsidiary undertaking	Cash	Listed investments	2024 Total	2023 Total
Material investments at market value (in excess of 5% of valuation)	£	£	£	£	£
JP Morgan Liquidity Funds UK	-	-	-	-	153,945
Janus Henderson Fixed Interest Monthly Income Fund FQ Inc	-	-	69,138	69,138	-
Jupiter Unit Trust Managers Ltd Jupiter Global Strat Bond X	-	-	69,809	69,809	-
Federated Hermes Cash Mgmt Funds EU	-	-	71,260	71,260	95,853
Flagstone IM Deposit Accounts	-	85,000	-	85,000	255,000
Hampshire Trust Bank	-	85,000	-	85,000	85,000

Investments by Class:

UK Bonds	-	-	271,308	271,308	143,131
Overseas Bonds	-	-	327,152	327,152	261,202
UK Equities	-	-	67,927	67,927	54,551
Overseas Equities	-	-	203,335	203,335	133,919
Global Investments	-	-	13,324	13,324	17,029
Absolute Return	-	-	154,299	154,299	154,370
Property	-	-	97,464	97,464	54,158
Commodities	-	-	43,013	43,013	23,366
Other Investments	-	-	87,609	86,624	102,185
Cash Product	-	-	85,800	85,800	249,885
Cash	-	170,000	19,874	189,874	357,450
Unlisted Investments	2	-	-	2	2
	2	170,000	1,371,105	1,541,107	1,551,248

Holdings of more than 20%

The Charity holds more than 20% of the share capital of the following company:

Subsidiary undertakings	Country of Incorporation or registration	Proportion of voting rights and ordinary share capital held	Nature of business
Age UK South East London Trading Limited	England and Wales	100%	Provider of general services

A summary of the subsidiary's results for 2024 are shown below:

	2024	2023
	£	£
Turnover	-	-
Cost of sales	-	-
Administration costs	-	-
Profit for the financial year	-	-
Aggregate share capital and reserves	2,019	2,019

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Notes to the Financial Statements for the Year Ended 31 March 2024

13. CURRENT ASSET INVESTMENTS

	2024	2023
	£	£
Flagstone IM Deposit Accounts	170,000	85,000
Redwood Bank	85,000	85,000
	<u>255,000</u>	<u>170,000</u>

14. CURRENT ASSET: PROPERTY

	2024	2023
	£	£
Freehold Property: Sold subject to planning permission	<u>121,684</u>	<u>121,684</u>

The property is sold subject to planning permission, the income from which will be used to further meet the Charities objectives and needs of its beneficiaries.

In 1982 Age UK Bromley & Greenwich paid a nominal £1 to Black Cap Investments Limited for a property in Chislehurst. The property is in the accounts as at its 1982 market value, plus the cost of refurbishment. In 2004 P K Soloman and Co, Chartered Surveyors valued the property at an open market value of £787,500.

15. DEBTORS

	2024	2023
	£	£
Sundry debtors and prepayments	153,121	297,934
Accrued income	30,977	12,801
	<u>184,098</u>	<u>310,735</u>

16. CREDITORS: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	19,719	23,969
Other creditors	10,546	25,933
	<u>30,265</u>	<u>49,902</u>

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Designated funds	Restricted funds	Total funds 2024
	£	£	£	£
Fixed assets	-	3,147	-	3,147
Investments	740,525	800,582	-	1,541,107
Current assets	535,869	229,031	91,224	856,124
Creditors due within one year	(30,265)	-	-	(30,265)
Pension debt	(997)	-	-	(997)
	1,245,132	1,032,760	91,224	2,369,116

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS (continued)

Comparative year information
Year ended 31 March 2023

	Unrestricted funds	Designated funds	Restricted funds	Total funds 2023
	£	£	£	£
Fixed assets	-	3,817	-	3,817
Investments	683,278	867,970	-	1,551,248
Current assets	535,048	424,780	43,492	1,003,320
Creditors due within one year	(49,902)	-	-	(49,902)
Pension debt	(2,134)	-	-	(2,134)
	1,166,290	1,296,567	43,492	2,506,349

18. RESTRICTED FUNDS

	As at 1 April 2023	Income	Expenditure	As at 31 March 2024
	£	£	£	£
Age UK: Emanuel Hospital Foundation	3,125	12,500	3,753	11,872
Age UK: Cost of Living Response Fund	8,940	30,000	38,940	-
Age UK London: Special Reserve Fund	-	3,616	3,616	-
Dementia Choir	3,281	1,176	1,806	2,651
DWP: Access to Work	-	422	422	-
Legacy	1,579	-	-	1,579
London Borough of Bromley & Bromley CCG: Care Navigation	-	192,492	178,458	14,034
Mayor's Office for Policing and Crime	3,948	-	1,800	2,148
National Lottery Community Fund	13,279	56,521	45,101	24,699
Plum Care	4,360	3,060	6,771	649
Royal Borough of Greenwich: Befriending	2,230	56,474	30,008	28,696
Royal Borough of Greenwich: Connecting Communities	-	50,000	48,874	1,126
Small Donations: Dementia Hub	2,750	2,972	1,952	3,770
Small Donations: Men and Women in Sheds	-	4,862	4,862	-
Total	43,492	414,095	366,363	91,224

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2024

18. RESTRICTED FUNDS (continued)

Comparative year information Year ended 31 March 2023	As at 1 April 2022			As at 31 March 2023
	£	Income £	Expenditure £	£
Age UK: Emanuel Hospital Foundation	-	6,458	3,333	3,125
Age UK: Cost of Living Response Fund	-	10,000	1,060	8,940
Armed Forces Covenant Fund	5,906	26,361	32,267	-
Dementia Choir	3,071	1,028	818	3,281
DWP: Access to Work	-	1,424	1,424	-
Legacy	-	5,000	3,421	1,579
London Borough of Bromley: Innovation Fund	-	3,520	3,520	-
London Borough of Bromley & Bromley CCG: Care Navigation	579	192,492	193,071	-
Mayor's Office for Policing and Crime	5,480	-	1,532	3,948
National Lottery Community Fund	-	30,401	17,122	13,279
Plum Care	5,490	3,180	4,310	4,360
Royal Borough of Greenwich	25,223	72,730	95,723	2,230
Small Donations: Dementia Hub	2,901	800	951	2,750
Small Donations: Men and Women in Sheds	-	4,992	4,992	-
Total	48,650	358,386	363,544	43,492

Age UK: Emanuel Hospital Foundation – Grant towards Information and Advice provision, and to help ensure there is a sustainable infrastructure of support for older people. Awarded a new two-year grant from January 2023.

Age UK: Cost of Living Response Fund – One year grant to provide information and advice outreach work for signposting and referrals.

Age UK London Special Reserve Fund – to support the work to help older Londoners with the cost of living, additional funding for activities related to the Age UK Cost of Living Response work as above.

Armed Forces Covenant Fund– Nepalese Gurkha Veterans project, funding ended during 22/23

Dementia Choir – Donations received towards activities Dementia Choir in the London Borough of Bromley run in partnership with Bromley U3A.

DWP Access to Work – Funding for the provision of specialist equipment and adaptations.

Legacy - for the purpose of supporting Information Technology classes

London Borough of Bromley: Innovation Fund – Commissioned through Bromley Third Sector Enterprise, to increase capacity for the Handyperson service by funding the lease of an additional van.

London Borough of Bromley and Bromley Clinical Commissioning Group: Care Navigation– Funding awarded to deliver the Care Navigator element of the Integrated Care Model, providing non-medical advice and support for people receiving coordinated care.

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Notes to the Financial Statements for the Year Ended 31 March 2024

Mayor's Office for Policing and Crime – Safer in Greenwich programme for the Nepalese Gurkha Veterans project. The c/f funds will be spent during 24/25

National Lottery Community Fund – Three year grant from July 23 to fund the Nepalese Gurkha Veterans project.

Plum Care: Sponsorship towards the running of the Memory Lane Café and Young Onset Dementia group.

Royal Borough of Greenwich - Connecting Communities: Information, advice and support to engage mainstream services for older people

Royal Borough of Greenwich - Befriending, and support to access mainstream and community services. A Workforce Capacity grant was awarded to increase capacity further for befriending in Greenwich for two years to year end 22/23. An additional grant was also received at the end of 22/23 to fund a purchase of a defibrillator for our Greenwich office. During 23/24 grants for an arts course, a getting active programme and a tea dance were awarded to support our programme for befriending in Greenwich.

Small Donations – Donations made specifically to the Memory Lane Café, the Young Onset Dementia Group, and to the Men and Women in Sheds project.

19. DESIGNATED FUNDS

	As at 1 April 2023	New Designations	Designations Released	As at 31 March 2024
Property Development	67,853	-	-	67,853
Fixed Asset fund	3,817	1,184	1,854	3,147
Premises	151,683	-	33,324	118,359
Organisational Development and Sustainability	735,000	-	44,297	690,703
Project Development	325,382	10,755	192,116	144,021
Pension Trust Potential Employees Debt	12,832	-	4,155	8,677
Total	1,296,567	11,939	275,746	1,032,760

Designated funds have been set aside by the Trustees for specific future purposes:

Property Development – to enable the sale of the Charities' freehold property to further its charitable strategic objectives.

Fixed Asset fund – these funds represent the net book value of fixed assets held by the Charity.

Premises – to meet the costs of maintaining the premises at Community House, Kingsdale House in the London Borough of Bromley and Sherard Road in the Royal Borough of Greenwich as set out in the terms of the Leases by the Landlords, and to fund any potential premises move. In addition to the above it is the intention that part of the

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Notes to the Financial Statements for the Year Ended 31 March 2024

19. DESIGNATED FUNDS (continued)

original freehold site will be leased back to Age Concern Bromley. Therefore, a provision has been set aside for the fixtures and fittings of the new space in order to be able to accommodate our service users and employees.

Organisational Development and Sustainability – organisational development, in furtherance of the charity's strategic objectives. Sustainability, to enable the Charity to meet all of its running costs not recoverable from current grants and contracts, whilst striving for full cost recovery.

Project Development – to respond to the development and funding of social enterprise services to meet the needs of older people in London Borough of Bromley and the Royal Borough of Greenwich. Continuation of existing services and pilot projects.

Pensions Trust Potential Employees Debt – The estimated amount of employer debt payable in addition to the pension liability on withdrawal for Age UK Bromley & Greenwich been calculated as £9,674 (2023 £14,966)

Comparative year information Year ended 31 March 2023	As at 1 April 2022	New Designations	Designations Released	As at 31 March 2023
Property Purchase and Refurbishment	490,829	-	422,976	67,853
Fixed Asset fund	1,358	3,173	714	3,817
Premises maintenance	152,162	36,973	37,452	151,683
Organisational Development and Sustainability	451,322	399,848	116,170	735,000
Project Development	348,376	208,624	231,618	325,382
Pension Trust Potential Employees Debt	22,210	-	9,378	12,832
Total	1,466,257	648,618	818,308	1,296,567

20. LEASE COMMITMENTS

	2024 Land and Buildings £	2024 Vehicles & Equipment £	2023 Land and Buildings £	2023 Vehicles & Equipment £
Operating leases which expire:				
Within one year	33,991	17,530	32,021	15,703
Two to five years	17,582	13,993	44,605	28,114
More than five years	-	-	-	-
	51,574	31,523	76,626	43,817

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Notes to the Financial Statements for the Year Ended 31 March 2024

21. SHARE CAPITAL

The company is limited by guarantee and has no share capital. The liability of its members is limited to £1 per member.

22. TAXATION

Age Concern Bromley is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

23. RELATED PARTY TRANSACTIONS

The charity has a leasehold interest in the offices at Community House in Bromley. The term of the lease is in excess of 1.5 years and the annual payment is £30,141.

As at 31st March 2024 there was no balance owed to BVST (2023: £3,384).

Age UK Bromley & Greenwich controls 100% of the issued share capital of Age UK South East London Trading Limited. Age UK South East London Trading Limited has an issued share capital of 2,000 £1 Ordinary shares.

24. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income	(162,304)	(158,103)
Payment to acquire fixed asset	(1,184)	(3,173)
Depreciation and impairment of tangible fixed assets	1,854	714
Disposal of tangible fixed asset and depreciation	11,027	-
Payment for disposal of fixed asset	(7,000)	-
Investment income	(62,632)	(26,699)
(Increase)/Decrease in debtors	126,637	125,996
(Decrease)/Increase in creditors	(19,637)	(75,763)
Net cash flow from operating activities	(113,239)	(137,028)

25. PENSION

FRS102 – Section 28 Disclosures Report

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

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Notes to the Financial Statements for the Year Ended 31 March 2024

The scheme is classified as a 'last man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of provision

	2024 £	2023 £	2022 £
Present value of provision	997	2,134	3,347

Reconciliation of opening and closing provisions

	2024 £	2023 £
Provision at start of period	2,134	3,347
Unwinding of the discount factor	81	63
Deficit contribution paid	(1,219)	(1,219)
Remeasurements – impact of any changes in assumptions	1	(57)
Remeasurements – amendments to the contribution schedule	-	-
Provision at end of period	997	2,134

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
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Notes to the Financial Statements for the Year Ended 31 March 2024

Income and Expenditure Impact

	2024	2023
	£	£
Interest expense	81	63
Remeasurements – impact of any change in assumptions	1	(57)
Remeasurements – amendments to the contribution schedule	-	-
Contributions paid in respect of future services*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

Assumptions

	31 March 2024 % per annum	31 March 2023 % per annum	31 March 2022 % per annum
Rate of discount	5.31	5.52	2.35

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Deficit Contributions Schedule

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31 March 2024 (£s)	31 March 2023 (£s)	31 March 2022 (£s)
Year 1	1,016	1,219	1,219
Year 2	-	1,016	1,219
Year 3	-	-	1,016
Year 4	-	-	-
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

Accounts

AGE CONCERN BROMLEY

TRADING AS AGE UK BROMLEY & GREENWICH

Annual Report and Financial Statements

Year Ended

31 March 2023

Charity No: 1060861

Company No: 03304510

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
Annual Report and Financial Statements
Year Ended 31 March 2023

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**AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)**

Reference and administrative details

Charity and Company Name: Age Concern Bromley trading as Age UK Bromley & Greenwich

Charity No: 1060861

Company No: 03304510

Registered Office: Community House
South Street
Bromley
Kent BR1 1RH

Board of Management

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Chair	Lorna Blackwood
Vice Chair	Christina Parry
Hon Treasurer	Thomas Pannett
	Nell Axelrod
	Michael Beeson
	Karina Brown
	Julie Dodds
	Gordon Hayward
	Morgan Vine

Key Management staff	Mark Ellison	- Chief Executive Officer and Company Secretary
	Schola Muhoro	- Deputy Chief Executive
	Claire Rowberry	- Finance Manager
	Maria Harris	- Health & Wellbeing Manager
	Marie Griffin	- Services Manager Greenwich

Independent Auditors Azets Audit Services
First Floor
River House
1 Maidstone Road
Sidcup
Kent, DA14 5RH

Investment Portfolio Managers RBC Brewin Dolphin
12 Smithfield Street
London, EC1A 9LA

Bankers Barclays Bank Plc
Beckenham Branch
3 Beckenham Road
Beckenham
Kent, BR3 4ES

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Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2023 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Our objectives and activities

The purpose of the charity is to:

- promote the welfare of older people, and
- promote the welfare of adults in and around the London boroughs of Bromley and Greenwich

Age UK Bromley & Greenwich believes that later life should be a fulfilling and enjoyable experience for all older people. The services and activities we provide are aimed at improving the quality of life and well-being and enabling independence.

In planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit – running a charity (PB2)'. The charity delivers its services through funded grants and contracts, charged services and donations. Access to our services is important to the charity and older people on low incomes are offered free welfare benefits check to ensure they are claiming benefits they may be entitled to.

In April 2021 the Trustees developed and agreed a new three-year strategic plan, and reassessed the Vision Mission and Values the organisation will work towards:

Vision: To make Bromley & Greenwich places where all can enjoy later life:

Mission: Age UK Bromley & Greenwich will be the voice of older people in both boroughs

We will work with older people to enable, support, and connect.

We will promote independence and well-being.

The values embedded in our organisation are:

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation and society are enriched by its diversity.

Respect: We respect the life histories of our staff, volunteers, and clients. We believe in their potential and will help to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

During the year 22-23 trustees have monitored organisational performance against our adopted organisational strategic aims:

- To increase access to quality services
- To Maximise and diversify income by increasing social enterprise and voluntary income.
- To increase the voice of older people, challenging discrimination and increasing representation.

Achievements and performance

The operating environment for the organisation remains challenging, however the organisation has been successful in attracting new or continued funding in several areas.

We were successful in retendering for our information and advice service and befriending services in Greenwich, with thanks to The Royal Borough of Greenwich for these new 4 years contracts.

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We were further successful in obtaining funding from the National Lottery to continue our work with Gurkha Veterans and their families within Greenwich. This successful project provides clients with useful skills and reduces loneliness and isolation.

We continue to work with our partners in Bromley Third Sector Enterprise on embedding the new Bromley Well contract. There have been some changes to our service provision in this contract as we adapt to the needs of the health and wellbeing environment within the Boroughs.

In common with other voluntary sector organisations recruitment of staff has been problematic. As an organisation we remain committed to ensuring the highest of standards for staff. All staff receive at least the London Living wage and we undertake to review our employment offer on a regular basis particularly considering the present cost of living issues. Staff salaries were increased by 6% to attract and retain staff. We are in the process of implementing a permanent hybrid working policy having run a similar temporary system over the last 18 months.

In January 2023, the organisation was pleased to be awarded the Age UK Charity Quality Mark following a comprehensive audit of the organisation's governance. The audit also looked at all aspects of staff, volunteer, and service users' involvement within the organisation.

Service performance

Information, Advice and Guidance

Our Information & Advice Service offers free, impartial, and confidential specialist advice on a wide range of issues that affect people in later life, their families, and carers across the Bromley & Greenwich boroughs.

It has been another busy year for the service. This year the Information and Advice service made 4535 client contacts and received 1183 referrals. The continuing top five areas of support were for: benefits, housing, travel, community care and money advice.

We have been successful in recommissioning to provide Information and Advice services for over 50's in Greenwich and over 65's in Bromley until 2027.

The team was also successful in assisting the London Borough of Bromley allocate and distribute 650 food shopping vouchers to individual households in response to the cost-of-living crisis.

We continue to expand the expertise and reach of the service and have added an additional two posts. These are one Community Outreach worker post (1-year fixed term) in response of cost-of-living crisis and one part time Generalist Information and Advice post (2 years fixed term).

A key focus for the service was preparation for the combined 3-year AGE UK Quality of Advice Standard (IAQP) and national Advice Quality Standard (AQS) audits. The service was successfully awarded both quality marks effective Nov 2022- Nov 2025.

Forms Completion Service

The forms completion service is offered to residents of Bromley borough who need assistance with completing and submitting claims for benefits which they might otherwise be unable to access.

The Service operates with the help of around 12 volunteer form fillers who will offer clients a home visit, support on the telephone/video facility or in a mutually agreed venue such as Community House.

We support with a range of forms including Attendance Allowance, Personal Independence Payments, Disability Living Allowance and Work Capability forms for Universal Credit.

In the last year we have seen almost 500 clients and have achieved successful outcomes resulting in weekly benefits of over £27,000 and lump sums in excess of £333,000. An annual sum of £1,737,000

These awards would not be possible without the support of our volunteers, our clients consistently feedback words

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of high praise and grateful appreciation for the help given to them. Many are unable physically and/or mentally to cope with these forms which they see as complicated and overwhelming. An increasing number of clients also do not have English as a first language and seek help to make a successful claim.

Some of the forms we help to complete do not have a monetary benefit attached to them that we can identify such as council tax and housing benefit reduction forms so the full financial benefits of this assistance cannot be readily ascertained.

The process of completing the forms can be emotionally challenging for people as they face their needs and weaknesses and the ability to talk through these can often offer opportunities to signpost them to other services provided by Bromley Well and other agencies.

The service could not operate without the experienced and willing input of the volunteers both form fillers and with administrative support and this is gratefully acknowledged.

Bromley Dementia Support Hub

The Bromley Dementia Support Hub (BDSH) supports people with a diagnosis of dementia and their carers, providing information, advice and help to find suitable services including connecting them with activities for people with dementia in the community. The service also provides several ongoing group activities for clients and carers.

In the last year there have been 1029 new referrals to the service, (averaging 85 referrals per month).

The Dementia Befriending service currently has 22 active volunteers giving regular time to call or visit clients with dementia. This year volunteers have given a total of 1,138 hours to offer social engagement to people who are isolated and have little opportunity for social interaction.

"I feel this is a fantastic service" - Volunteer.

"It has made me a different person" – Client.

In 2022 a new Cognitive Stimulation service was piloted by the Dementia Hub, for people who received an early diagnosis. The aim of the sessions was to increase confidence and support accessibility to wider dementia activities, information, and advice. During the 6-month pilot 69 people with a diagnosis and their family members attended. Feedback was so positive that ongoing monthly sessions are now being offered.

The Memory Singers is a choir for older people living with dementia; there have been 45 sessions, with approximately 918+ attendances over 2022/2023.

The Memory Lane Café is hosted at Community House, and an online zoom session is held for those who struggle to get to face to face groups. There have been 95 café and zoom sessions over the year with a total of 1923 attendances. The members of the Memory Lane Café enjoyed activities such as quizzes, singing, chair exercise and themed parties with musicians.

The Young Onset Dementia Group aims to provide peer support to individuals diagnosed with dementia under the age of 65. There have been 48 Young Onset Dementia sessions, with a total of 344 attendances over 2022/2023.

Take Home and Settle (THAS) Bromley

Our Take Home & Settle Service supports clients being discharged from either the Princess Royal University Hospital or Orpington Hospital. We offer transportation from hospital to home and/or delivery of vital medication, equipment or food shopping. This is a well valued service and supports our most vulnerable clients at often a difficult time post-discharge from hospital.

During 2022-23 our team of professional and friendly assistants supported 575 clients as they transitioned from hospital to home. This included 69 on the day emergency food shops for clients without other means of getting essential food.

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Although most of our clients have been referred to us for the first time, we do have many repeat clients. We have built good relationships with clients who require frequent hospital admissions. These clients often ask hospital staff to refer into us for transport home or emergency shopping support. One particular client who has complex health issues emails us directly when he is due to be discharged for support with shopping. This direct contact helps the client to feel in control of this aspect of his discharge at a time when people can often feel that they have little choice. Clients can tell us exactly which items they would like such as brand and quantity as if they were doing their own shopping.

"A fantastic service that helped me get home from hospital. The lady was very kind and stayed with me until I was comfortable. She also gave me a leaflet on Age UK with information on different activities."

Take Home and Settle (THAS) Greenwich

The service enables early safe discharge by supporting patients' homes and settling them in on arrival. We deliver and install equipment as well as medication and belongings. If needed, we can do a one-off emergency shop and provide a follow-up call to check their welfare the next day. We support patients being discharged to Greenwich and Bexley boroughs.

The service is very well utilised and highly respected by the hospital staff, including the therapies department, social services, outpatient clinics, emergency departments and relevant wards.

We have surpassed our targets every month and are proud to constantly receive 100% positive feedback from clients and their families. Knowing that we are making a massive difference to hospital discharges and those who need the service most is a real achievement.

During the year, we supported 1450 clients and delivered and installed 1002 pieces of equipment; this excellent service has enabled many early safe discharges.

Take Home and Settle (THAS) Lewisham

Age UK Bromley & Greenwich was commissioned to provide a Take Home and Settle Service for Lewisham Hospital that began in June 2021; it took much hard work for the service to become 'embedded' in the hospital, but we never gave up, and we are delighted to say the service is now flourishing and continuously exceeding monthly targets.

As well as taking patients home, settling in and obtaining shopping if required, we have been as flexible as possible in providing other tasks to aid timely discharges both for the benefit of the patient themselves and the hospital; these have included: Medication/equipment deliveries, welfare checks, property & key safe check, access visits, property collection and delivery.

In total, we have completed 418 referrals throughout the year and have received some lovely feedback from both patients and staff:

"I want to say that the whole experience was brilliant" – THAS patient.

"I was very grateful for the kindness of the driver" -THAS patient.

"Thank you so much for your and Liston's support with this patient. It's a huge help and hopefully will mean a safe (as possible) discharge" - Complex Discharge Team.

"Thank you and your team for the never-ending support" – Social Worker.

Hospital Aftercare Service (HAS)

The hospital aftercare service aims to support clients in working towards self-selected goals, helping them to regain their confidence and independence following a stay in hospital. We do this by matching the client with a volunteer for up to 6 weeks. Together, they work on the client's identified goal, which is monitored regularly.

We support with shopping, befriending, emotional support, confidence building, running errands, information and advice and welfare checks.

During the year, the service has seen an increase in younger older people with complex needs. Agencies referring

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these clients have included drug and alcohol services, homeless services and mental health and complex social work teams. HAS is finding that the needs of service users are generally becoming more complex, and extended support is required. We are doing our best to adapt to the changing needs of the service to ensure that we remain flexible and inclusive.

We have supported 123 clients throughout the year and significantly impacted people's lives when they needed it most.

Long-Term Health Conditions Service

Over the last 12 months, the long-term health conditions service has again gone from strength to strength. Our popular health & wellbeing programme has continued to thrive working with many sheltered housing schemes such as Darrick Wood, Brittenden & Wardensfield, Montague Lodge, Tidebrook Court, Stanley Glynn Court, Andorra Court and Glebe Housing. In addition, we have continued to provide workshops for the Bromley Asian Cultural Association (BACCA) group, The Breathe Easy Group and 60 Up Group within Anerley Town Hall. We have also provided health & wellbeing programmes continuously for our clients in venues such as the Bromley Library, The United Reform Church and Orpington Village Hall as well as online workshops and support groups for those who are unable to access the face-to-face sessions. To support people living with Fibromyalgia, we have continued to provide support groups for those living with this condition and these are now online and face to face to accommodate all needs including interesting discussions around the condition, guest speakers and fun arts and crafts things to do.

More recently we have formed a partnership with the University of the Third Age (U3A), running two health & wellbeing programmes within Bromley and Orpington with more planned to their many members. Also, we will be starting health & wellbeing programmes in partnership with the health & wellbeing café within the Orpington Methodist Church who also have many attendees to their café who would benefit from positive lifestyle advice and health behaviour change.

Since April 2022 we have given ongoing support to 528 participants and 7381 clients have received support via information only. Our Community Engagement Officer has also been very busy forming and maintaining important partnerships with health & social care professionals and delivering excellent professional training sessions to highlight the great work that Bromley Well is engaged with and also each individual service and what they offer. From April 2022 there has been 28 professional training sessions delivered to 258 health & social care professionals.

Handyperson Service

Our Handyperson Service supports clients with home adaptations to promote independence & safer living at home. This is a Bromley Well service open to adults living in the borough with referrals received from local hospitals (Princess Royal University Hospital & Orpington Hospital) as well as community Health & Social Care providers.

The service has an excellent reputation amongst referrers and clients for our efficiency and professionalism. During the year we supported 933 clients. Most of the works we carry out are the supply and fit of stair rails, grab rails and key safes. Depending on the urgency of the task we can offer same day installation with all jobs being completed within 7 days.

"Handrails were installed to enable me to negotiate the stairs and in the shower unit. Additionally, a handrail was provided externally near the front door. This gave me greater confidence to move on my own with less risk and supervision from my husband. The Handymen were very helpful, friendly and carried out the work in an efficient and tidy way. I was very pleased with the final result."

We are delighted to receive excellent feedback from our clients and hear how our work has such a positive impact on their daily lives as well as those that care for them.

Over the last few years, we have received increasing enquiries from Bromley residents who don't meet requirements for a free health/social care referral into our service. We offer a paid-for service for various jobs with a free quote and then time charged at £40 per hour + cost of materials. This has proven to be a popular service with many clients commenting that they feel comfortable and confident knowing that our handyman is part of the Age UK family. The money that we receive from this part of the service stays within the charity to benefit our clients.

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Sitting Service

Following a few challenges with recruitment, we successfully appointed two sitting service assistants at the end of April 2023 to deliver our new look Sitting Service. The new service provides short interventions focused on settling the client back into their home after discharge from hospital and aiming to prevent readmission. This is done by providing companionship, conversation, reassurance, and confidence building to help patients adjust and as well as helping the patient identify and access further support that they might benefit from, and then signposting or referring them onwards to appropriate voluntary, statutory or private service providers.

Since the start of the new service, we have already had 18 referrals, most of which resulted in a positive intervention that included welfare phone calls, home visits, small grocery shops, prescription collection and liaising with family members that do not live close to our client. Our assistants have also made calls to GP surgeries, care providers and pharmacies on behalf of their clients, as well as referring clients to a range of services such as the Handyperson Service, Form Filling Service and Adult Carer Support.

On one occasion, a client was discharged late one afternoon and was referred to the sitting service for support with a variety of needs. His wife was his main carer, but she had no experience or training in changing the client's catheter. Among other things, their son was concerned that this would pose some serious challenges to them overnight and he was given the sitting service number to call in the morning in case they struggled to manage themselves. On the morning after the client was discharged, he called the sitting service and asked the client and his wife as they did indeed find things a challenge. Our sitting service assistant called the client and made an appointment to visit them within a couple of hours. During her visit, she spoke to the client and his wife, and reassured them that she would be able to support them. Our assistant spoke with a carer that attended to the client and arranged for him to visit the client earlier in the morning to help the client and his wife manage the catheter. After gaining the appropriate consent our assistant spoke to the client's GP and made sure that all hospital discharge notes were passed across, as this had been an issue for the client in the past. Our assistant also spoke to the district nurse to highlight some issues that the client wanted addressing when they visited and was able to provide the client with a contact number to arrange hospital transport in anticipation of a follow-up appointment the client had a week later.

All the assistance the sitting service was able to offer made the client's first full day home a lot less stressful and was not only reassuring for the client and his wife, but also for their son who lived over 300 miles away. Our assistant phoned him after her visit to update him and let him know that she had made another appointment to see them in a few days' time to make sure everything was going well. He could not have been more grateful for the help and support that was given, and this is a real example of the great work that the sitting service does for patients and their families in Bromley.

Clip It

In the autumn of 2022, the Clip it Service had to take the difficult decision to stop home visit appointments in Bromley and Greenwich following deregulation from the Care Quality Commission.

Home visits were a popular element of the service and in order to mitigate the impact on our clients and make the service as accessible as we possibly could, our team worked very hard to open and establish a number of new clinics in both boroughs. We now have six clinics operating around both boroughs which are very well attended by regular clients, and we continue to register new clients all the time.

Despite the change in the way the service is being delivered we carried out approximately 2429 appointments during the year, registering around 350 new clients in that time. Our clients always receive a warm welcome, and a friendly, professional service. We often receive positive feedback from our clients who say they value the care and companionship of our assistants just as much, if not more, than the foot health care they receive.

We have identified areas in both Bromley and Greenwich where there is demand for our service, and we plan to open at least two new clinics over the next year to cater for clients in these areas and continue to grow the service and deliver an excellent customer experience.

Greenwich Befriending Service

Our Greenwich befriending service continued to offer support to elderly and isolated residents via our one-to-one

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telephone and home visiting service and through our social peer support groups.

We have 84 clients. Over this period, we had 18 clients receiving weekly home visits, 22 clients receiving weekly telephone calls from our volunteer befrienders, and 32 clients taking part in our weekly social peer support groups. At Christmas we organised a festive lunch for everyone. A local supermarket donated festive treats which we shared with everyone who came along.

We are working in partnership with the National Youth Jazz Orchestra (NYJO). Jointly we have set up a weekly choir called the Sherard Road Songbirds. This exciting addition to our Greenwich befriending offer has 14 active members who meet once a week at our base in Eltham.

"I enjoy the aspect of the community that comes from the choir. Getting to meet and become friends with those who join has been the highlight. Singing together feels great and is always very enjoyable!"

"Since I started singing in February, I have noticed a great difference in my lung capacity/breathing and I feel alive. My concentration and memory have also improved. I'm not so forgetful and can only put it down to singing. The people I sing with are also friendly and warm. My emotional well-being is overall great! I feel like a human being."

Bromley Befriending

The befriending service offers a holistic wrap around approach across our various support pathways. We tailor (where possible) to the individual needs of each client dependent upon their circumstances. Clients are encouraged to attend at all locations offering community support to enable them to form their own support networks.

The service received 239 separate referrals requesting support: our trained and vetted volunteers offered 3,031 hours of individual support both face to face in the client's home and via the telephone. The friendship hubs offered 158 opportunities to attend, and 1,172 separate attendances were logged. The walking group supported 12 opportunities to walk and talk in Beckenham's Kelsey Park with 145 separate attendances logged and to the popularity of the exercise class an extra group was created. We offered 48 sessions and logged 651 separate attendances.

Befriending continued its relationship with the Beckenham Quilters group. Handmade lap quilts were donated then distributed by the service to help alleviate the cold to our frailer clients experiencing higher than predicted fuel and cost of living charges. The lap quilts are still being distributed as the colder weather has continued well into Spring. Befriending clients were the recipients of Christmas hampers donated via the Rotary Club and decorated shoes boxes of sweets and treats donated via a local Bromley school.

Adult Carers Support Service

The adult carers support service continued its work to support Bromley's adult unpaid carers.

The team received 249 new referrals in this period and provided 3511 telephone contacts with clients providing a variety of support including emotional, practical, sign-posting, referral to other services and 'light touch' advocacy.

The service continued to provide regular e-bulletins consisting of suitable events and services for unpaid carers and partners in the Borough.

47 Clubs and Clinics were facilitated consisting of peer support groups, workshops, and forums, with 473 attendees in total. For one of our forums, we worked in partnership with London Borough of Bromley (LBB) Strategy and Performance Team, BLG Mind and BTSE, to deliver a carers forum on LBB's Carers Strategy.

One carer who attended the forum told us: -

"Excellent professionals. Well organised for people to take part. Everyone encouraged to take part."

The service has now incorporated online access to the fortnightly face to face peer support groups and this has been a great success with much positive feedback. One carer told us: - *"The addition of online is an excellent idea to include others who might not be able to attend or feel able to attend the in-person meetings"*.

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Care Navigation

During the year the service addressed 1608 referrals/interventions across both pathways of the service - the Proactive Pathway via the three Integrated Care Network (ICN) Hubs in the community and the Frailty Pathway, via the Frailty Rehabilitation Unit /Churchill Ward, Orpington Hospital. Bromley ICN – 360, Beckenham ICN – 256, Orpington ICN – 400, Frailty Rehabilitation Unit – 592.

The care navigation team remains a pivotal member of the MDT teams, representing the voluntary sector/the organisation, across both pathways, within One Bromley's Integrated Care Network and Frailty Models of collaborative MDT working.

"You fill in the last part of the jigsaw puzzle, to provide the patient holistic, wrap around. Person centred interventions, as part of the integrated care MDT – we are so fortunate to have you as part of the team!" - Physiotherapist MDT colleague Churchill Ward

"I am so comforted to know you understand what I am going through, as a carers, and you know which services to signpost/refer me, my siblings and my father to, to enable us to get the support /guidance we need, in our situation-thank-you so much!" - NOK – for patient with a complex situation, advanced Dementia, mobility impaired – Elizabeth Ward

Gurkha Project

Age UK Bromley & Greenwich's Nepalese Gurkha Veterans Community Project supports the Gurkha community who have taken up UK residency rights to adjust to UK life.

The project has a total membership of 125 with 65 active members who attend our weekly "Okey Cokey Club". The club is for Gurkha veterans and their families that offers stimulating social activities, and education, in a fun welcoming space. Promotion of health and wellbeing is paramount, and clients have access to peripheral activities such as food banks and food clubs, cookery clubs, welfare advice and trips that the project facilitates or signposts too.

This year alongside our popular established activities; arts & crafts, floristry, cooking and health awareness sessions we have; hosted a Platinum Jubilee afternoon tea with guests from the local community, saw a Gurkha film at the cinema, a coach trip to Margate, shopping, and lunch, had a stall at the Clockhouse Docklands Festival, facilitated a Nepalese Awareness Day with information stands, Nepalese dance workshop, holistic therapies and lunch. We have made new partnerships within the community; BLG Mind, NHS South East London, Volunteers Greenwich, Woolwich Cluster Metropolitan Police, RBG Safer Spaces Team.

Men and Women In Sheds

Age UK Bromley and Greenwich's Sheds in Eltham and Penge are going from strength to strength. Currently we have 98 members. Memberships includes men and women ranging in age from early fifties to early nineties. Members self-reported they: - live on their own in deprived areas, are living with mental and physical health problems, have life limiting health conditions including cancer, Parkinson's disease, and chronic obstructive pulmonary disease, or have learning disabilities.

We carried out a survey of our shed members in summer 2022. We received 46% response from the total membership. Some of the key results included: - 29% joined to make new friends, 27% said they wanted to find something to do outside the home and 20% said they wanted to develop activities that benefit the wider community.

One Penge Shed Member told us *"It has been better than expected. I have certainly learnt new skills & also learned more about the reasons that Age UK Bromley and Greenwich is so valuable to those who need help with loneliness"*.

An Eltham Shed Member told us *"Very satisfying. Helped my blood pressure & helped my DIY skills."*

Some of the standout achievements over the past year included delivery of successful events for the local communities where our sheds are based: -

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- Eltham Sheds Festive and Summer Sale. One member of the community who along to one of these events told us *"Great bargains, lovely cakes, and a happy bouncy atmosphere."*
- Penge Sheds stall at 'Pengemas', Penge's High Street's Annual Christmas Celebration, and participation in Penge Art Trail
- Penge Shed's Garden winning "Penge in Bloom: Best Community Space" category for the second year running.
- Planters for Friends of Horn Park and Woolwich Service User Project.
- Woodwork session for the Brownies and Rainbows Club at Eltham United Reformed Church.

Volunteering

This year 227 volunteers have generously donated their time, skills, and expertise to support our work.

As our services have grown, volunteers continue to play an integral part in all that we do. We are incredibly proud and grateful for the amazing contribution our volunteers have made over the last year. There are many ways to get involved and support older people in your local community and our volunteers continue to enable us to support more older people across both boroughs.

Congratulations to our befriending volunteers who were nominated for Supporting an Individual Award at Community Links Bromley Volunteer Awards in June 2022. Also, to the Information and Advice Volunteer Team, who were nominees for the team award.

Our Annual Hamper Campaign was a great success this year, with our volunteers delivering 47 hampers in total, to some of our most vulnerable clients. All the hamper donations came from our community connection with the Rotary Club, Langley Park in Bromley.

13,179 volunteer support hours were given.

5,104 hats in total were knitted raising £1,276. We have also 5,912 hats boxed and waiting for the next campaign to start.

"I just wanted to say thank you for everything. I have really enjoyed volunteering with you. It is a wonderful organisation, and you do such great work." - Volunteer

Financial review

The financial statements cover the activities of Age UK Bromley & Greenwich. Income for the year £2,013,664 (2022: £2,091,773) and expenditure £2,171,767 (2022: £2,078,092). There was an operating deficit during the year of £158,103 (2022: £13,681 surplus).

Total reserves at 31 March 2023 are £2,506,349 (2022: £2,674,369) of which the Trustees have designated £1,296,567 (2022: £1,466,257) for future use, general unrestricted reserves of £1,168,424 (2022: £1,162,809), and restricted funds of £43,492 (2022: £48,650)

Income

Age UK Bromley & Greenwich is very grateful to the commissioners of services, individuals and organisations that made donations to support our work with and for older people. The income for charitable activities totalling £1,644,279 covering information, advice and guidance, health & wellbeing and home support was mainly from contracts and grants. The legacy and donation income was £28,015 compared to £158,999 in the previous year (2022). This included legacies worth £13,491. We are grateful to all those who remembered the charity in their will. The income from legacies will be used supporting the services of the organisation.

The value of the generous donation of the volunteers' time is not incorporated into the financial statements. If it were, it would be a significant sum.

Expenditure

Total expenditure was £2,171,767 compared to £2,078,092 in the previous year (2022). The main expenditure was employment costs of £1,710,825 (2022: £1,665,479). The cost of raising funds was £31,765 (2022: £23,648) and

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Careful control was maintained on administrative costs.

The balance sheet demonstrates that the financial position overall is satisfactory, and the Trustees are satisfied with the performance of the organisation for the year.

Reserves

Age UK Bromley & Greenwich maintains reserves to cover the impact of unforeseen events, to meet its financial obligations, and to set aside funds for future development or to meet future commitments. The Trustees have agreed a framework for determining the minimum level of reserves considered necessary to safeguard the charity's solvency. It defines a minimum level of reserves which should be maintained as well as what specific reserves are available to fulfil this requirement. The calculation is based upon the charity's financial position and outlook, considering estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

The Trustees aim to hold approximately six months operating costs of £1,171,000 (2022: £1,113,000), and these are held within the general unrestricted funds to meet these requirements. Unrestricted general funds at 31 March 2023 are £1,168,424 (2022: £1,162,809). The designated funds total £1,296,567 (2022: £1,466,257), restricted funds £43,492 (2022: £48,650), and the deficit of £2,134 for the pension scheme liability funding arrangement, see note 25 (2022: deficit of £3,347), is as stated in the Statement of Financial Activities and Balance Sheet pages 19 & 21.

Investments

Under the Memorandum and Articles of Association, the charity has the power to invest funds not immediately required for its own purposes, in any way the Trustees see fit.

The Trustees have appointed Brewin Dolphin to manage a new investment portfolio. The Charity's main financial objectives and reasons for the new investment portfolio are:

- To grow the capital over the investment period to protect the value of the invested capital against inflation
- To generate income to a higher level of income than is available from cash deposits

Overall, the objective for the portfolio will be to maintain the real value of investments against inflation over the 'medium to long-term' (5-7 years), whilst looking to generate a natural level of income to support smaller projects.

Income achieved during the year from all investments was £26,699 (2022: £12,652).

Fundraising

Age UK Bromley & Greenwich does not employ any professional fundraisers to fund raise on its behalf, but all staff members and any volunteers involved in fundraising activities are trained in accordance with recognised standards to ensure that the public, including vulnerable people, are protected from unreasonable or intrusive approaches. Age UK Bromley & Greenwich has not received any complaints about its fund-raising activities.

Plans for the future

Throughout the year Trustees have worked with the charity's professional advisors to market the Chislehurst property. A developer partner has been chosen following a comprehensive tendering process, and conditional contracts have been exchanged in early 2023. The developer will work towards obtaining planning permission, which will hopefully lead to the completion of the deal within the next 18 months.

The Trustees will continue to monitor performance against our three-year strategic plan at Trustees meetings.

We will work with other voluntary and statutory partners to help as best we can to minimise the cost-of-living crisis.

We will work with our partners in BTSE to ensure the continued success of the Bromley Well project. Our successful bid for this important work means that Bromley Well services are funded for a further five years with the possibility of a further two-year extension.

We will continue work closely with the health service in both boroughs to ensure that older people's needs are represented at the highest level.

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Trustees' Annual Report

We will continue to diversify our income streams and work towards ongoing financial sustainability to meet the challenges and opportunities in the year ahead.

Directors and Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are as follows:

Lorna Blackwood	Chair
Christina Parry	Vice Chair
Thomas Pannett	Hon. Treasurer
Nell Axelrod	Appointed 27 th September 2022
Michael Beeson	Appointed 31 st May 2022
Karina Brown	Appointed 26 th July 2022
Julie Dodds	Appointed 31 st May 2022
Gordon Hayward	
Yasmin Mashallah	Resigned 2 nd February 2023
Maria Muriel-Sanchez	Resigned 5 th August 2022
Morgan Vine	

Key Management Personnel

Chief Executive	Mark Ellison
Deputy Chief Executive	Schola Muhoro
Finance Manager	Claire Rowberry
Health & Wellbeing Manager	Katie Roff (on maternity leave from 1 st July 2023)
Health & Wellbeing Manager	Maria Harris (maternity cover from 1 st July 2023)
Services Manager	Kasey Adeniji (to 29 th April 2022)
Services Manager Greenwich	Marie Griffin (from 20 th June 2022)

Structure, governance, and management

Age UK Bromley & Greenwich is an independent charity, responsible for its own governance and funding. Age UK Bromley & Greenwich operates a wholly owned subsidiary company Age UK South East London Trading Ltd. Age UK Bromley & Greenwich is a partner of the national charity Age UK and works with the network of local Age UKs across the country to promote the wellbeing of people in later life contributing to national and regional campaigns and campaign on issues that impact older people locally.

Age UK Bromley & Greenwich is the leading specialist agency working with all older people across the two boroughs. It has a strong reputation locally and regionally for providing person-centred, quality, and innovative preventative services. The Board of Trustees is responsible for the governance of the charity and takes decisions regarding policy and approves strategic actions undertaken by the organisation. The Trustees meet six times in the year and do not receive remuneration for their involvement.

Trustees are elected at the Annual Meeting (AM) in accordance with the Articles of Association. Elections take place at least once every three years and Trustees may serve for a maximum of six consecutive years. Honorary Officers are appointed by the Trustees at their first meeting following the AM and may continue beyond six years save that the Chair may serve for up to a maximum of nine consecutive years.

The Trustees have the power to co-opt during the year providing the number of co-optees does not exceed one third of the total number of elected Trustees. The Trustees regularly review the composition of the Board and where necessary, identify suitable persons to co-opt to enhance or strengthen its skills and experience to discharge its responsibilities. Trustees, who are co-opted during the year by the Trustees, are eligible to stand for election at the next AM.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees Handbook covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

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Trustees' Annual Report

The management function of the charity and subsidiary company is delegated to the Chief Executive who ensures that the Trustees are well briefed and reports to the Board at meetings.

The Trustees do not receive remuneration or other benefit from their work with Age UK Bromley & Greenwich. Any connection between a Trustee of the charity must be disclosed to the Board and recorded in the same way as any other contractual relationship with a related party. In the year ending 31st March 2023 no such related party transactions were recorded, other than reported in note 23.

The Trustees agree the Chief Executive remuneration and periodically compare it to external benchmarks related to posts with similar duties and responsibilities. The Chief Executive is responsible for reviewing the remuneration of other key management personnel, Deputy Chief Executive, Finance Manager, Health & Wellbeing Manager, and Services Manager and other staff, based on their responsibilities and performance and informs the Trustees of any significant changes. The Trustees review the RPI index and consider whether to award any cost-of-living increases.

Risk management

The Trustees regularly review risks faced by the Charity and its subsidiary undertakings and a Risk Register is maintained and annually reviewed. The risk register covers key areas in the management of financial and non financial risks to the charity. The risks are identified, steps taken to mitigate those risks or minimise any potential impact. These areas include:

- Financial risks
- Business and service delivery risks
- Governance risk
- Organisational risks
- Cyber security

The key risks identified that ranked highest in terms of potential impact on the charity are: The impact of lack of funding, loss of key staff and maintaining good reputational standing.

Trustees keep the income of the Charity under review and receive monthly management accounts and other financial statements. A funding/income generation strategy has been developed together with social enterprise activities. As the Charity shares the Age UK brand with other local Age UKs and the national partner Age UK through the Brand Partnership Agreement, it is outside the 'gift' of the Trustees alone to mitigate all aspects to reputational risk.

Trustees' responsibilities in relation to the financial statements

The Trustees (who are directors for the purpose of the company) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and accounting estimates that are reasonable and prudent.
- state whether applicable accounting standards 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 charitable company will continue in business.

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Trustees' Annual Report

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Lorna Blackwood - Chair
Date: 26th September 2023

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2023

Opinion

We have audited the financial statements of Age Concern Bromley (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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 Trustees Annual Report, other than the financial statements and our auditor's 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.

Opinions 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 and the incorporated Strategic Report prepared for the purpose of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and

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- the Trustees' Report and the incorporated Strategic Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 14, 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.

Auditor's responsibilities for the audit of the financial statements

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;

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**Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2023**

- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**AGE CONCERN BROMLEY
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**Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2023**

Use of our report

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

Azets Audit Services Limited

Michelle Wilkes FCA
Senior Statutory Auditor
For and on behalf of Azets Audit Services,
First Floor
River House
1 Maidstone Road
Sidcup
Kent, DA14 5RH
Date: 4 October 2023

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
INCOME FROM:					
Donations, Grants and Legacies	2	25,042	284,366	309,408	404,409
Charitable activities	3	1,570,259	74,020	1,644,279	1,645,840
Other trading activities	4	33,278	-	33,278	28,872
Investments	5	26,699	-	26,699	12,652
TOTAL INCOME		1,655,278	358,386	2,013,664	2,091,773
EXPENDITURE ON:					
Raising funds		31,765	-	31,765	23,648
Charitable activities		1,776,458	363,544	2,140,002	2,054,444
TOTAL EXPENDITURE	6	1,808,223	363,544	2,171,767	2,078,092
Net income/(expenditure) before gains/(losses) on investments and pension scheme		(152,945)	(5,158)	(158,103)	13,681
Realised/unrealised gains/(losses) on Investments	12	(11,130)	-	(11,130)	-
Gains on pension scheme	25	1,213	-	1,213	12,520
NET MOVEMENT IN FUNDS		(162,862)	(5,158)	(168,020)	26,201
TOTAL FUNDS BROUGHT FORWARD		2,625,719	48,650	2,674,369	2,648,168
TOTAL FUNDS CARRIED FORWARD		2,462,857	43,492	2,506,349	2,674,369

All amounts relate to continuing activities.

The notes on pages 22 to 41 form part of these statutory financial statements

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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2023

Comparative year information Year Ended 31 March 2022	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £
INCOME FROM:				
Donations, Grants and Legacies	2	155,765	248,644	404,409
Charitable activities	3	1,550,232	95,608	1,645,840
Other trading activities	4	28,872	-	28,872
Investments	5	12,652	-	12,652
TOTAL INCOME		1,747,521	344,252	2,091,773
EXPENDITURE ON:				
Raising funds		23,648	-	23,648
Charitable activities		1,644,269	410,175	2,054,444
TOTAL EXPENDITURE	6	1,667,917	410,175	2,078,092
Net (expenditure) / income before gains/(losses) on pension scheme		79,604	(65,923)	13,681
Gains / (losses) on pension scheme	25	12,520	-	12,520
NET MOVEMENT IN FUNDS		92,124	(65,923)	26,201
TOTAL FUNDS BROUGHT FORWARD		2,533,595	114,573	2,648,168
TOTAL FUNDS CARRIED FORWARD		2,625,719	48,650	2,674,369

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee – Company Registration Number 3304510)

Balance Sheet as at 31 March 2023

	Note	Total 2023 £	Total 2022 £
FIXED ASSETS			
Tangible fixed assets	11	3,817	1,358
Investment in trading subsidiary	12	2	2
Fixed asset investments	12	1,551,246	851,116
		1,555,065	852,476
CURRENT ASSETS			
Current asset investments	13	170,000	508,022
Current asset: freehold property	14	121,684	121,684
Debtors	15	310,735	436,731
Cash at bank and in hand		400,901	884,468
		1,003,320	1,950,905
CREDITORS: amounts falling due within one year	16	49,902	125,665
NET CURRENT ASSETS		953,418	1,825,240
Provisions for liabilities and charge	25	2,134	3,347
NET ASSETS		2,506,349	2,674,369
FUNDS			
General unrestricted funds		1,168,424	1,162,809
Restricted funds	18	43,492	48,650
Designated funds	19	1,296,567	1,466,257
Unrestricted pension funds	25	(2,134)	(3,347)
	18	2,506,349	2,674,369

The financial statements were approved by the Board of Trustees on the 26th September 2023 and signed on their behalf by:

L M Blackwood

Thomas Pannett

Lorna Blackwood – Chair

Thomas Pannett – Hon. Treasurer

The notes on pages 22 to 41 form part of these statutory financial statements.

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
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Notes to the Financial Statements for the Year Ended 31 March 2023

	Note	2023 £	2022 £
CASH FLOW FROM OPERATING ACTIVITIES	24	(137,028)	65,115
NET CASH FLOW FROM OPERATING ACTIVITIES		(137,028)	65,115
CASH FLOW FROM INVESTING ACTIVITIES			
Payments to acquire investments		(2,017,462)	(85,528)
Receipts from disposal of fixed asset investments		1,306,202	528,403
Receipts from disposal of current asset investments		338,022	-
Interest received		14,648	12,650
Dividends received		12,051	2
NET CASH FLOW FROM INVESTING ACTIVITIES		(346,539)	455,527
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		(483,567)	520,642
CASH AND CASH EQUIVALENTS AT 1ST APRIL 2022		884,468	363,826
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2023		400,901	884,468
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		400,901	884,468
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2023		400,901	884,468

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparation

Age Concern Bromley (trading as Age UK Bromley & Greenwich) is a company limited by guarantee registered in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote the welfare of older people and adults in any manner which now or hereafter may be deemed by law charitable in and around the London Borough of Bromley and the Royal Borough of Greenwich.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

In the opinion of the Trustees, the Charity and its subsidiary undertaking comprise a small group. The Charity has applied the exemption provided by S.398 of the Companies Act 2006 and has not prepared consolidated financial statements.

The Charity has also applied the exemption conferred by FRS102 paragraph 9 on the grounds that the subsidiary undertaking, Age UK South East London Trading Limited, results are not material to the group. The results of the subsidiary undertaking are adequately disclosed in the financial statements.

Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the

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Notes to the Financial Statements for the Year Ended 31 March 2023

income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in respect of the coronavirus job retention scheme grant. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned through holding bonds and fixed deposits for investment purposes. It includes dividends.

Other income includes any gains on disposals of tangible fixed assets.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes cost of goods purchased and costs of running events.
- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them; and
- Other expenditure represents those items not falling into the categories above.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 6.

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include costs relating to management, governance, human resources, information technology, finance, and premises and office costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises, office costs, human resources and information technology have been allocated on a per capita basis, and other overheads have been allocated on a proportionate basis.

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Notes to the Financial Statements for the Year Ended 31 March 2023

Tangible Fixed Assets

Tangible fixed assets are stated at cost or valuation less accumulated depreciation and accumulated impairment losses.

Purchases of assets of value £1,000 and over are capitalised. Depreciation is provided on all capitalised assets at rates estimated to write off the cost less estimated residual value, of each asset over its expected useful life as follows:

Buildings	- 2% straight line
Furniture	- 25% straight line
Equipment/computers	- 33.33% straight line
Motor vehicle	- 25% straight line

Investments

Investments held as fixed and current assets are stated at fair value which is normally the cost less any transaction costs. Realised gains and losses on the sale of investments are included in the Statement of Financial Activities.

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than three months.

Fixed asset investments are investments with a maturity of more than three months.

Leased Assets

All leases are treated as operating leases. Their annual rentals are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension cost

The charity operates a defined contribution plan makes payments to individual pension schemes in accordance with their contract of employment.

A number of employees belong to the Pension's Trust Growth Plan Series 4 Pension Scheme, which is a defined benefit scheme. As it is not possible to identify the charity's share of the underlying assets and liabilities in the scheme on a consistent and reasonable basis, contributions are charged to the income and expenditure account as they are paid. The charity also makes contributions to the scheme in relation to a deficit on a past employees' defined benefit scheme and in accordance with FRS 102 the charity recognises the present value of contributions payable.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Notes to the Financial Statements for the Year Ended 31 March 2023

Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

See note 11 for the carrying amount of the property plant and equipment, and the tangible fixed assets accounting policies, above, for the useful economic lives for the assets.

There are no key assumptions concerning the future and other key 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 financial year.

There are no key assumptions concerning the future and other key 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 financial year.

Pensions

The present value of the pension's provision depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in the rate of discount, which is disclosed in note 25, will impact the carrying amount of the pension provision.

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Notes to the Financial Statements for the Year Ended 31 March 2023

2. INCOME FROM DONATIONS, GRANTS AND LEGACIES

	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Legacies	8,491	5,000	13,491	139,086
Donations	4,525	9,999	14,524	19,913
	13,016	14,999	28,015	158,999
Age UK	12,026	16,458	28,484	17,417
Armed Forces Covenant Fund	-	26,362	26,362	23,607
Bromley CCG & London Borough of Bromley	-	192,492	192,492	212,517
HMRC CJRS	-	-	-	586
London Borough of Bromley	-	-	-	(11,172)
National Lottery	-	30,401	30,401	-
Other grants	-	3,654	3,654	2,455
	12,026	269,367	281,393	245,410
	25,042	284,366	309,408	404,409

3. INCOME FROM CHARITABLE ACTIVITIES

	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Information, Advice & Guidance:				
Local Authority contracts	-	40,500	40,500	40,500
Other contracts	16,060	-	16,060	16,590
	16,060	40,500	56,560	57,090
Health & Wellbeing:				
NHS Contracts	301,658	-	301,658	295,916
Other Contracts	1,150,537	3,520	1,154,057	1,107,342
Provision of services	74,709	-	74,709	107,816
Local Authority contract	-	30,000	30,000	30,000
	1,526,904	33,520	1,560,424	1,541,074
Home Support				
Provision of Services	27,295	-	27,295	33,156
	27,295	-	27,295	33,156
Housing				
Flat rental income	-	-	-	14,520
	-	-	-	14,520
	1,570,259	74,020	1,644,279	1,645,840

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Notes to the Financial Statements for the Year Ended 31 March 2023

4. INCOME FROM OTHER TRADING ACTIVITIES

	2023 £	2022 £
Sale of goods and services	33,278	28,872
	33,278	28,872

5. INVESTMENT INCOME

	2023 £	2022 £
Bank & Bond interest	14,648	12,650
Dividends	12,051	2
	26,699	12,652

6. ANALYSIS OF EXPENDITURE

	Direct Costs £	Support Costs £	2023 Total Costs £	2022 Total Costs £
Charitable Activities:				
Information, Advice & Guidance	128,898	47,215	176,113	105,299
Day Opportunities	88,388	22,647	111,035	83,143
Health & Wellbeing	1,476,844	355,567	1,832,411	1,780,848
Home Support	14,953	5,490	20,443	63,279
Housing	-	-	-	21,875
	1,709,083	430,919	2,140,002	2,054,444
Raising Funds	7,808	23,957	31,765	23,648
	1,716,891	454,876	2,171,767	2,078,092

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Notes to the Financial Statements for the Year Ended 31 March 2023

7. SUPPORT COSTS

	2023 £	2022 £
Support staff costs	133,697	111,524
Depreciation	714	3,847
Information technology	53,536	76,577
Premises costs	139,152	90,578
Office costs	53,248	55,489
Other support costs	61,515	23,891
Governance costs	13,015	25,671
	454,877	387,577

Support costs provide the organisational infrastructure that enables the charitable activities. Premises, office costs, human resources and information technology have been allocated on a per capita basis. Other overheads have been allocated on a proportionate basis.

8. GOVERNANCE COSTS

	2023 £	2022 £
Audit fees	11,418	8,520
Other services	1,406	-
Trustee meetings	191	50
Legal fees	-	17,101
	13,015	25,671

9. NET MOVEMENT IN FUNDS

	2023 £	2022 £
This is stated after charging:		
Depreciation	714	3,847
Audit fees	11,418	8,520
Trustees' professional indemnity insurance	422	402

10. EMPLOYEES

	2023 £	2022 £
Staff costs consist of:		
Wages and salaries	1,529,566	1,499,665
Social security costs	124,783	112,804
Pension costs	38,148	39,649
Recruitment costs	18,328	13,361
	1,710,825	1,665,479

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Notes to the Financial Statements for the Year Ended 31 March 2023

	2023	2022
Average Headcount	76	86
Full Time Equivalent	55	57

Staff costs for the year included redundancy costs of £2,161 (2021/22: £5,129)

Key management staff included the Chief Executive, Deputy Chief Executive, Finance Manager, Services Manager, and Health & Wellbeing Manager posts. The total staff costs for key management staff during the year were £261,438 (2021/22: £248,269). One employee received remuneration of between £60,000 and £70,000 (2021/22: One £60,000-£70,000)

No Trustee or any person connected to them received any remuneration in the year (2021/22: Nil).

No Trustee was reimbursed for expenses in the year (2021/22: Nil).

11. TANGIBLE ASSETS

	Furniture & Equipment	Motor Vehicles	Total
	£	£	£
Cost			
At 1 April 2022	49,113	11,027	60,140
Additions	3,173	-	3,173
At 31 March 2023	52,286	11,027	63,313
Depreciation			
At 1 April 2022	47,755	11,027	58,782
Charge for the year	714	-	714
At 31 March 2023	48,469	11,027	59,496
Net Book Value			
At 31 March 2022	1,358	-	1,358
At 31 March 2023	3,817	-	3,817

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Notes to the Financial Statements for the Year Ended 31 March 2023

12. FIXED ASSET INVESTMENTS

	Shares in subsidiary undertaking £	Cash £	Listed investments £	2023 Total £	2022 Total £
Charity					
Cost / Market value at 1 April 2022	2,000	850,129	987	853,116	1,377,378
Provisions	(1,998)	-		(1,998)	(1,998)
Initial assets invested		-	1,000,000	1,000,000	-
Additions	-	-	1,000,012	1,000,012	-
Disposals	-	(510,129)	(796,073)	(1,306,202)	(524,262)
Change in value in year	-	-	(11,130)	(11,130)	-
Movement on cash balances	-	-	17,450	17,450	-
Market value at 31 March 2023	2	340,000	1,211,246	1,551,248	851,118
Historical cost	2,000	340,000	1,220,850	1,222,850	2,482,650

	Shares in subsidiary undertaking £	Cash £	Listed investments £	2023 Total £	2022 Total £
Material investments at market value (in excess of 5% of valuation)					
JP Morgan Liquidity Funds UK	-	-	153,945	153,945	-
Federated Hermes Cash Mgmt Funds EU	-	-	95,853	95,853	-
Flagstone IM Deposit Accounts	-	255,000	-	255,000	680,000
Hampshire Trust Bank	-	85,000	-	85,000	85,000
Shawbrook Bank	-	-	-	-	85,129

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Notes to the Financial Statements for the Year Ended 31 March 2023

Investments by Class:

UK Bonds	-	-	143,131	143,131	-
Overseas Bonds	-	-	261,202	261,202	-
UK Equities	-	-	54,551	54,551	987
Overseas Equities	-	-	133,919	133,919	-
Global Investments	-	-	17,029	17,029	-
Absolute Return	-	-	154,370	154,370	-
Property	-	-	54,158	54,158	-
Commodities	-	-	23,366	23,366	-
Other Investments	-	-	102,185	102,185	-
Cash Product	-	-	249,885	249,885	-
Cash	-	340,000	17,450	357,450	850,129
Unlisted Investments	2	-	-	2	2
	2	340,000	1,211,246	1,551,248	851,118

Holdings of more than 20%

The Charity holds more than 20% of the share capital of the following company:

Subsidiary undertakings	Country of Incorporation or registration	Proportion of voting rights and ordinary share capital held	Nature of business
Age UK South East London Trading Limited	England and Wales	100%	Provider of general services

A summary of the subsidiary's results for 2023 are shown below:

	2023	2022
	£	£
Turnover	-	-
Cost of sales	-	-
Administration costs	-	-
Profit for the financial year	-	-
Aggregate share capital and reserves	2,019	2,019

13. CURRENT ASSET INVESTMENTS

	2023	2022
	£	£
Charity Bank	-	79,005
Flagstone IM Deposit Accounts	85,000	85,000
Nationwide Building Society	-	87,529
Redwood Bank	85,000	85,000
United Trust Bank	-	86,488
Virgin Money	-	85,000
	170,000	508,022

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Notes to the Financial Statements for the Year Ended 31 March 2023

14. CURRENT ASSET: PROPERTY

	2023	2022
	£	£
Freehold Property: Sold subject to planning permission	121,684	121,684

The property is sold subject to planning permission, the income from which will be used to further meet the Charities objectives and needs of its beneficiaries.

In 1982 Age UK Bromley & Greenwich paid a nominal £1 to Black Cap Investments Limited for a property in Chislehurst. The property is in the accounts as at its 1982 market value, plus the cost of refurbishment. In 2004 P K Soloman and Co, Chartered Surveyors valued the property at an open market value of £787,500.

15. DEBTORS

	2023	2022
	£	£
Sundry debtors and prepayments	297,934	419,481
Accrued income	12,801	17,250
	310,735	436,731

16. CREDITORS: amounts falling due within one year

	2023	2022
	£	£
Accruals and deferred income	23,969	100,184
Other creditors	25,933	25,481
	49,902	125,665

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Designated funds	Restricted funds	Total funds 2023
	£	£	£	£
Fixed assets	-	3,817	-	3,817
Investments	683,278	867,970	-	1,551,248
Current assets	535,048	424,780	43,492	1,003,320
Creditors due within one year	(49,902)	-	-	(49,902)
Pension debt	(2,134)	-	-	(2,134)
	1,166,290	1,296,567	43,492	2,506,349

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Notes to the Financial Statements for the Year Ended 31 March 2023

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS (continued)

Comparative year information

Year ended 31 March 2022	Unrestricted funds	Designated funds	Restricted funds	Total funds 2022
	£	£	£	£
Fixed assets	-	1,358	-	1,358
Investments	129,022	722,096	-	851,118
Current assets	1,159,452	742,803	48,650	1,950,905
Creditors due within one year	(125,665)	-	-	(125,665)
Pension debt	(3,347)	-	-	(3,347)
	1,159,462	1,466,257	48,650	2,674,369

18. RESTRICTED FUNDS

	As at 1 April 2022	Income	Expenditure	As at 31 March 2023
	£	£	£	£
Age UK: Emanuel Hospital Foundation	-	6,458	3,333	3,125
Age UK: Cost of Living Response Fund	-	10,000	1,060	8,940
Armed Forces Covenant Fund	5,906	26,361	32,267	-
Dementia Choir	565	1,010	-	1,575
DWP: Access to Work	-	1,424	1,424	-
Legacy	-	5,000	3,421	1,579
London Borough of Bromley: Innovation Fund	-	3,520	3,520	-
London Borough of Bromley & Bromley CCG:				
Care Navigation	579	192,492	193,071	-
Mayor's Office for Policing and Crime	5,480	-	1,532	3,948
National Lottery Community Fund	-	30,401	17,122	13,279
Plum Care	5,490	3,180	4,310	4,360
Royal Borough of Greenwich	25,223	72,730	95,723	2,230
Small Donations: Dementia Hub	5,407	818	1,769	4,456
Small Donations: Men and Women in Sheds	-	4,992	4,992	-
Total	48,650	348,386	363,544	43,492

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Notes to the Financial Statements for the Year Ended 31 March 2023

18. RESTRICTED FUNDS (continued)

Comparative year information

Year ended 31 March 2022

	As at 1 April 2021	Income	Expenditure	As at 31 March 2022
	£	£	£	£
Age UK: Emanuel Hospital Foundation	-	6,667	6,667	-
Armed Forces Covenant Fund	-	23,607	17,701	5,906
Bromley Healthcare Charity	40,000	-	40,000	-
Dementia Choir	565	-	-	565
DWP: Access to Work	-	2,455	2,455	-
HMRC CJRS Grant	-	586	586	-
London Borough of Bromley: Innovation Fund	-	25,108	25,108	-
London Borough of Bromley: ICF & WCF	11,172	(11,172)	-	-
London Borough of Bromley & Bromley CCG:				
Care Navigation	3,617	192,492	195,530	579
End of Life Navigation	3,375	20,025	23,400	-
Mayor's Office for Policing and Crime	5,480	-	-	5,480
Plum Care	3,120	3,120	750	5,490
Royal Borough of Greenwich	43,973	70,500	89,250	25,223
Small Donations: Dementia Hub	3,271	5,552	3,416	5,407
Small Donations: Men and Women in Sheds	-	5,312	5,312	-
Total	114,573	344,252	410,175	48,650

Age UK: Emanuel Hospital Foundation – Grant towards Information and Advice provision, and to help ensure there is a sustainable infrastructure of support for older people. Awarded a new two-year grant from January 2023.

Age UK: Cost of Living Response Fund – One year grant to provide information and advice outreach work for signposting and referrals.

Armed Forces Covenant Fund– Nepalese Gurkha Veterans project, funding ended during 22/23

Bromley Healthcare Charity – To support the integration of the Care Navigators within the Proactive Care Pathway, through access to an instance of EMIS and the associated build and access required.

Dementia Choir – Donations received towards activities Dementia Choir in the London Borough of Bromley run in partnership with Bromley U3A.

DWP Access to Work – Funding for the provision of specialist equipment and adaptations.

Legacy - for the purpose of supporting Information Technology classes

London Borough of Bromley: Innovation Fund – Commissioned through Bromley Third Sector Enterprise, to increase capacity for the Handyperson service by funding the lease of an additional van. 21/22 funding was for increasing capacity for the Handyperson service and for hospital frailty navigation.

London Borough of Bromley: Infection Control Fund and Workforce Capacity Fund – To reduce risk of transmission of Covid 19, and to increase workforce capacity whilst employees self-isolate. Unspent funds were returned during the year 21/22.

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Notes to the Financial Statements for the Year Ended 31 March 2023

London Borough of Bromley and Bromley Clinical Commissioning Group: Care Navigation – Funding awarded to deliver the Care Navigator element of the Integrated Care Model, providing non-medical advice and support for people receiving coordinated care.

London Borough of Bromley and Bromley Clinical Commissioning Group: End of Life Navigation – Commissioned through Bromley Third Sector Enterprise, and in partnership with St. Christopher's. Funding during 21/22 to support people with advanced illness and frailty who are BCC patients.

Mayor's Office for Policing and Crime – Safer in Greenwich programme for the Nepalese Gurkha Veterans project. The c/f funds will be spent during 23/24

National Lottery Community Fund – Three year grant from July 23 to fund the Nepalese Gurkha Veterans project.

Plum Care: Sponsorship towards the running of the Memory Lane Café and Young Onset Dementia group.

Royal Borough of Greenwich: Befriending, and support to access mainstream and community services. A Workforce Capacity grant was awarded to increase capacity further for befriending in Greenwich for two years to year end 22/23. An additional grant was also received at the end of 22/23 to fund a purchase of a defibrillator for our Greenwich office.

Small Donations – Donations made specifically to the Memory Lane Café, the Young Onset Dementia Group, and to the Men and Women in Sheds project.

19. DESIGNATED FUNDS

	As at 1 April 2022	New Designations	Designations Released	As at 31 March 2023
Property Development	490,829	-	422,976	67,853
Fixed Asset fund	1,358	3,173	714	3,817
Premises	152,162	36,973	37,452	151,683
Organisational Development and Sustainability	451,322	399,848	116,170	735,000
Project Development	348,376	208,624	231,618	325,382
Pension Trust Potential Employees Debt	22,210	-	9,378	12,832
Total	1,466,257	648,618	818,308	1,296,567

Designated funds have been set aside by the Trustees for specific future purposes:

Property Development – to enable the sale of the Charities' freehold property to further its charitable strategic objectives.

Fixed Asset fund – these funds represent the net book value of fixed assets held by the Charity.

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Notes to the Financial Statements for the Year Ended 31 March 2023

19. DESIGNATED FUNDS (continued)

Premises – to meet the costs of maintaining the premises at Community House, Kingsdale House in the London Borough of Bromley and Sherard Road in the Royal Borough of Greenwich as set out in the terms of the Leases by the Landlords, and to fund any potential premises move. In addition to the above it is the intention that part of the original freehold site will be leased back to Age Concern Bromley. Therefore, a provision has been set aside for the fixtures and fittings of the new space in order to be able to accommodate our service users and employees.

Organisational Development and Sustainability – organisational development, in furtherance of the charity's strategic objectives. Sustainability, to enable the Charity to meet all of its running costs not recoverable from current grants and contracts, whilst striving for full cost recovery.

Project Development – to respond to the development and funding of social enterprise services to meet the needs of older people in London Borough of Bromley and the Royal Borough of Greenwich. Continuation of existing services and pilot projects.

Pensions Trust Potential Employees Debt – The estimated amount of employer debt payable in addition to the pension liability on withdrawal for Age UK Bromley & Greenwich been calculated as £14,966 (2022 £25,557)

Comparative year information Year ended 31 March 2022	As at 1 April 2021	New Designations	Designations Released	As at 31 March 2022
Property Purchase and Refurbishment	513,976	-	23,147	490,829
Fixed Asset fund	125,635	1,254	125,531	1,358
Premises maintenance	162,499	-	10,337	152,162
Organisational Development and Sustainability	370,802	136,341	55,821	451,322
Project Development	264,298	113,138	29,060	348,376
Pension Trust Potential Employees Debt	31,824	-	9,614	22,210
Total	1,469,034	250,733	253,510	1,466,257

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Notes to the Financial Statements for the Year Ended 31 March 2023

20. LEASE COMMITMENTS

	2023	2023	2022	2022
	Land and	Vehicles &	Land and	Vehicles &
	Buildings	Equipment	Buildings	Equipment
	£	£	£	£
Operating leases which expire:				
Within one year	32,021	15,703	28,626	18,685
Two to five years	44,605	28,114	64,006	42,236
More than five years	-	-	-	-
	76,626	43,817	92,632	60,921

21. SHARE CAPITAL

The company is limited by guarantee and has no share capital. The liability of its members is limited to £1 per member.

22. TAXATION

Age Concern Bromley is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

23. RELATED PARTY TRANSACTIONS

The charity has a leasehold interest in the offices at Community House in Bromley. The term of the lease is in excess of 2 years and the annual payment is £28,171. One employee is a Trustee of Bromley Voluntary Sector Trust (BVST), who lease the premises to Age UK Bromley & Greenwich.

As at 31st March 2023 there was a balance of £3,384 owed to BVST (2022:Nil).

Age UK Bromley & Greenwich controls 100% of the issued share capital of Age UK South East London Trading Limited. Age UK South East London Trading Limited has an issued share capital of 2,000 £1 Ordinary shares.

24. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net income	(158,103)	13,681
Payment to acquire fixed asset	(3,173)	(1,254)
Depreciation and impairment of tangible fixed assets	714	3,847
Investment income	(26,699)	(12,652)
(Increase)/Decrease in debtors	125,996	(25,290)
(Decrease)/Increase in creditors	(75,763)	86,783
Net cash flow from operating activities	(137,028)	65,115

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Notes to the Financial Statements for the Year Ended 31 March 2023

25. PENSION

FRS102 – Section 28 Disclosures Report

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:	£3,312,000 per annum (payable monthly)
---------------------------------------	--

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)
---	--

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of provision

	2023	2022
	£	£
Present value of provision	2,134	3,347

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Notes to the Financial Statements for the Year Ended 31 March 2023

Reconciliation of opening and closing provisions

	2023	2022
	£	£
Provision at start of period	3,347	15,867
Unwinding of the discount factor	63	91
Deficit contribution paid	(1,219)	(4,015)
Remeasurements – impact of any changes in assumptions	(57)	(77)
Remeasurements – amendments to the contribution schedule	-	(8,519)
Provision at end of period	2,134	3,347

Income and Expenditure Impact

	2023	2022
	£	£
Interest expense	63	91
Remeasurements – impact of any change in assumptions	(57)	(77)
Remeasurements – amendments to the contribution schedule	-	(8,519)
Contributions paid in respect of future services*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

Assumptions

	31 March 2023 % per annum	31 March 2022 % per annum	31 March 2021 % per annum
Rate of discount	5.52	2.35	0.66

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

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Notes to the Financial Statements for the Year Ended 31 March 2023

Deficit Contributions Schedule

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31 March 2023 (£s)	31 March 2022 (£s)	31 March 2021 (£s)
Year 1	1,219	1,219	4,015
Year 2	1,016	1,219	4,136
Year 3	-	1,016	4,260
Year 4	-	-	3,656
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

Accounts

AGE CONCERN BROMLEY

TRADING AS AGE UK BROMLEY & GREENWICH

Annual Report and Financial Statements

Year Ended

31 March 2022

Charity No: 1060861

Company No: 03304510

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TRADING AS AGE UK BROMLEY & GREENWICH
Annual Report and Financial Statements
Year Ended 31 March 2022

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**AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
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Reference and administrative details

Charity and Company Name: Age Concern Bromley trading as Age UK Bromley & Greenwich

Charity No: 1060861

Company No: 03304510

Registered Office: Community House
South Street
Bromley
Kent BR1 1RH

Board of Management

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Chair	Lorna Blackwood
Vice Chair	Christina Parry
Hon Treasurer	Thomas Pannett
	Nell Axelrod (appointed 27 th September 2022)
	Michael Beeson (appointed 31 st May 2022)
	Karina Brown (appointed 26 th July 2022)
	Julie Dodds (appointed 31 st May 2022)
	Gordon Hayward
	Yasmin Mashallah
	Morgan Vine

The Trustees do not receive remuneration for their contribution.

Key Management staff as at 31 March 2022

Mark Ellison	-	Chief Executive Officer and Company Secretary
Schola Muhoro	-	Deputy Chief Executive
Claire Rowberry	-	Finance Manager
Kasey Adeniji	-	Services Manager
Katie Roff	-	Health & Wellbeing Manager

Independent Auditors

Azets Audit Services
Greytown House
221/227 High Street
Orpington
Kent, BR6 0NZ

Bankers

Barclays Bank Plc
Beckenham Branch
3 Beckenham Road
Beckenham
Kent, BR3 4ES

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Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2022 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), effective 1 January 2015 as updated by Bulletin 1.

Our objectives and activities

The purpose of the charity is to:

- promote the welfare of older people, and
- promote the welfare of adults in and around the London boroughs of Bromley and Greenwich

Age UK Bromley & Greenwich believes that later life should be a fulfilling and enjoyable experience for all older people. The services and activities we provide are aimed at improving the quality of life and well-being and enabling independence.

In planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit – running a charity (PB2)'. The charity delivers its services through funded grants and contracts, charged services and donations. Access to our services is important to the charity and older people on low incomes are offered free welfare benefits check to ensure they are claiming benefits they may be entitled to.

In April 2021 the Trustees developed and agreed a new three-year strategic plan, and reassessed the Vision Mission and Values the organisation will work towards:

Vision: To make Bromley & Greenwich places where all can enjoy later life:

Mission: Age UK Bromley & Greenwich will be the voice of older people in both boroughs

We will work with older people to enable, support, and connect.

We will promote independence and well-being.

The values embedded in our organisation are:

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation and society are enriched by its diversity.

Respect: We respect the life histories of our staff, volunteers, and clients. We believe in their potential and will help to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

During the year 21-22 trustees have monitored organisational performance against our adopted organisational strategic aims:

- To increase access to quality services
- To Maximise and diversify income by increasing social enterprise and voluntary income.
- To increase the voice of older people, challenging discrimination and increasing representation.

Achievements and performance

The operating environment for the organisation remains challenging. Funding, which was available during the pandemic has ceased, and it has become increasingly more difficult to access and retain funding for all projects.

In common with other voluntary sector organisations recruitment of staff has been problematic. As an organisation we remain committed to ensuring the highest of standards for staff. All staff receive at least The

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Trustees' Annual Report

London Living wage and we undertake to review our employment offer on a regular basis particularly in light of the present cost of living issues.

We have continued to develop our services with health providers in Greenwich and Lewisham and we have expanded our care navigation services in Bromley with new posts assisting in the Acute Frailty Unit at the Princess Royal University Hospital.

We will continue to look for opportunities to work with health partners in order to ensure that the needs of older people are fully meet.

We have worked with our partners in BTSE on the retendering of the Bromley Well contract. We were informed in early 2022 that BTSE had been awarded the contract, and much of the beginning of the year has been spent working on the mobilisation of services. There have been some changes in the way our services operate particularly the sitting service which will cease to be a CQC registered service. We aim to provide an enhanced settling in service which will complement our Bromley Take Home and Settle offer. The new contract will start on 1st October 2022.

In the last year the organisation has upgraded its information technology, changed IT providers, and moved to a Microsoft 365 environment. We have transitioned away from static desktop computers to laptops and docks, as we move to a more flexible way for working.

Covid 19

All of our services have transitioned back to a pre pandemic service offer, with face-to-face services available where appropriate. We have increased our use of digital services, and this has proved popular with a number of clients. We will continue to make full use of online provision as and when appropriate.

We continue to be vigilant regarding the re-emergence of Covid in the later months of the year and have business continuity plans in place to mitigate this.

The organisation introduced a hybrid working policy in 2021, with most staff continuing to work in a flexible manner. As such the organisation continues to reassess the accommodation needs of the charity as fewer people are in the offices on any given day.

Service performance

Information, Advice and Guidance

Our Information & Advice service continued to provide free, impartial, and confidential specialist information and advice on a wide range of issues that affect older people on both Bromley & Greenwich. The service received a total of 1456 referrals and had 8433 contacts with clients. Most of our enquiries and support provided were in relation to benefits, social care, health needs, financial matters, and housing. Our team of advisors and volunteers continue to ensure that older people in both boroughs have easy access to quality information and advice. To achieve this the team works closely with mainstream services in both boroughs and are in regular contact with statutory service providers receiving regular updates, and training. The service also has access to the most up to date information and advice resources used to support and share with clients.

The service resumed face to face operations in line with lifting of Covid restrictions; this includes community outreach, office drop-in sessions, home and office appointments, as well as ongoing telephone and remote based support

Forms Completion Service

The forms completion service continued to support clients with all aspects of welfare benefits forms as well as other services such as applications for travel passes, blue badges and writing letters of engagement.

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In total the service completed 456 forms during the year, including 188 Attendance Allowance forms, 184 Personal Independence Payments (PIP), 27 Mandatory Reconsiderations, and 57 other forms such as UC50, ESA50, DLA, Cares and WCA forms.

The service was successful in claiming benefits for clients averaging in total of £22,394 per week, and lump sums in total of £200,231. For the year the service claimed a total of £1,364,719.

Bromley Dementia Support Hub

The Hub has continued to deliver vital dementia support services to residents in Bromley. The service has seen an increase in clients accessing face to face group activities and support sessions such as the Memory Lane Café and Young Onset Dementia sessions in Community House Bromley and Venue 28. Age UK Bromley and Greenwich delivers the volunteer led befriending, young onset dementia support services and Memory Lane Café. The befriending service matched 32 clients to volunteer befrienders, 104 café sessions, and 56 young onset dementia support sessions.

The Hub continues to offer specialist support in the following areas:

- Dementia information and advice after people receive a diagnosis.
- Individual person-centered support to address people's social and practical issues.
- Group and individual coaching sessions for carers.
- Dementia support for Extra Care Housing schemes in Bromley.
- Dementia training for health and social care staff and the public.
- Befriending- provided by trained and DBS checked volunteers.
- Young Onset Dementia (individual/ group/ peer to peer support).

Take Home and Settle (THAS) Bromley

Our Take Home and Settle Service continues to support vulnerable and/or mildly frail older people being discharged from PRUH and Orpington Hospital. As the Covid-19 cases decreased, we were able to transport more people home from hospital. The demand for the service has increased since the previous year and we completed 634 referrals. This is 27% above the annual target set by commissioners. This year we have seen an increase in demand for our equipment deliveries and emergency food shops. The service not only improves hospital flow by taking people home quickly, but it provides a better experience for the client. Our fantastic Take Home and Settle assistants are excellent at identifying if clients could benefit from our other Age UK Bromley & Greenwich services.

Alongside the core elements of the service, we are always flexible to the needs of the hospital demands and the clients needs. Where capacity allows, we can support with other requests. This year we supported a client to visit her husband who was an inpatient in absence of family support.

"Just a small message of thanks. Take home and settle kindly agreed to bring in Mrs X to see her frail and palliative husband who was an inpatient at the PRUH. Mrs X expressed her gratitude of being able to see her husband before he passed." – Occupational Therapist, Emma Flynn

Take Home and Settle (THAS) Greenwich

The Greenwich Take Home and Settle Service supports patients 18 and over who live in Greenwich or Bexley. Our assistants take patients home from Queen Elizabeth Hospital (QEH) and settle them in and provide a welfare check via phone the next day. A big part of the service is supporting therapists with delivering and installing specialist equipment in clients homes. This enables a quick and smooth discharge from hospital to home. We consistently exceed set targets by more than 50% which is fantastic. Our coordinator and assistants have excellent relationships with hospital staff and are an integral part of the discharge planning process for many patients.

As we look to the year ahead, we continue to work with commissioners to extend our funding so that we can continue to support clients and hospital staff.

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Hospital Aftercare Service (HAS)

This is a free service providing experienced and dedicated volunteers to support older people (50+) living in the Bromley borough.

What we do: We aim to support people to work towards a self-selected goal enabling them to regain their confidence and independence in their own home following a stay in hospital.

The service offers up to six weeks short term support at home which can include:

- Emotional support and companionship
- Practical tasks like shopping and other errands
- Going out for short walks where appropriate
- Providing access to information and other help available to older people

As well as two members of staff, the service relies on volunteers to complete the listed tasks. Recruitment and retention of volunteers has been a challenge across the organisation and nationally as people's lives, priorities and commitments have changed since the pandemic. Due to the high demands of the service, the coordinator often supports with befriending in the absence of volunteers. We anticipate demand for the service to increase throughout winter and with the looming cost of living crisis. Our team continues to offer an excellent standard of support to our most vulnerable clients.

Long-Term Health Conditions Service

Our Long-Term Health Conditions (LTHC) services continues to support clients aged 18+ in Bromley living with a LTHC. Clients have access to our 8-week Health & Wellbeing Workshops which provides education on nutrition, keeping active, self-management and more. During the pandemic the team were unable to deliver their sessions face to face and instead offered clients access to support online. Since restrictions ended we have been back in the community delivering our services in person. However, clients fed back that they appreciated the option of participating in online groups as this gave them flexibility. The service now benefits from providing clients with both options.

As well as the 8-week programme, clients receive excellent support from our Lifestyle Support Workers. The LTHC team offers ongoing support to clients on a 121 basis as well as in a group setting with our peer support groups. Our Community Engagement Officer continues to promote our service across the borough to health & social care colleagues as well as attending community events.

Our focus for the next year is to reach even more clients in the community who would benefit from our service. We tend to receive most of our referrals via our Bromley Well colleagues and hope that strong relationships with Social Prescribers will help to increase our reach.

Handyperson Service

Our Handyperson Service is consistently busy with referrals being received from hospital staff and community therapists. Our key services are installing grab rails, stair rails and emergency key safes. The service has an excellent reputation with referrers and clients making a big difference to discharge process, and helping older people feel more confident at home. We are consistently exceeding targets and in 2021/22 we supported with 953 tasks. Without the input of the team, clients would have poorer outcomes including delays to hospital discharges.

In 2021/22

- 360 Keysafes installed
- 240 grab rails installed

This year we have taken the decision to end our offer of supporting with furniture moves. This element of the service was not part of our contract and had been a helpful addition over the years. Due to sickness within the small team we were not able to continue with this in order to support our staff, and protect the service from reduced capacity if a team member became injured from heavy lifting.

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Over the last two years we identified a new need for clients in the borough. We received many enquiries asking if we were able to accept referrals directly from clients requiring 'diy' tasks to be completed. We now have a 'paid for service' where clients can pay for us to support with putting together furniture, minor plumbing works, fixing broken items and more. Clients have been very impressed with the standard of work and often comment that they feel comfortable and confident with an Age UK Bromley & Greenwich Handyman in their homes as they trust our reputation.

Sitting Service

Our CQC registered Sitting Service supports clients leaving hospital for up to 24 hours. The service supports clients who need reassurance, befriending and confidence building following their admission. In 2021/22 we were able to support 41 clients which is an increase of 64% on the previous year. This is mostly due to the decrease in Covid-19 cases as we cannot support clients with Covid. The service has been difficult to staff in 21/22 and recruitment has been challenging due to the niche nature of the Sitter role. The staff continue to promote the service to colleagues in the PRUH and Orpington Hospital.

Clip It

Our Clip It service continues to be a popular service in both Bromley and Greenwich. Following a CQC inspection in July 2021, we are delighted to have been awarded a "good" rating in all areas.

In the last 12 months the service has undertaken 2858 appointments and registered 312 new clients. A continued strong up-trend in new referrals gives a positive outlook for 2022/23.

Greenwich Befriending Service

The Greenwich Befriending Service is now firmly embedded in the local community, it continues to provide an uninterrupted and quality companionship service to older residents of the borough. Throughout the year, the coordinator, management team and colleagues guided the service through the fast-changing landscape of Government legislation and guidance regarding the Covid-19 pandemic with a focus on the safety of clients and volunteers. The year saw the full resumption of our weekly friendship groups and a plan put in place for the safe resumption of home visits whilst continuing to provide telephone befriending depending on individual client preference.

During the year, the service received 98 referrals from a wide range of agencies. 45 volunteers provided regular telephone befriending calls to 60 clients, and 20 home visits have been restarted so far. Since the resumption of our two weekly hubs, 36 clients regularly accessed the friendship groups.

The service continues to work in positive partnership with local community groups and agencies. Several hub members participated in cookery classes provided by Greenwich Co-operative Development Agency and participated in the planning and resourcing of displays and decorations in preparation for the forthcoming Platinum Jubilee. The service had a presence at events such as 'Greenwich Together,' 'Family Fun Day, and 'Forever Young' at Charlton House. Staff also attended a local 'Disability and Inclusion' event held at St John's Church, and the coordinator had discussions with outreach at Opening Doors to discuss widening our reach within the local LGBT+ community as part of our commitment to the Greenwich Equality and Inclusion Charter.

Thanks to the positive approach towards the service from Royal Greenwich Borough, we were very happy to welcome our new project officer onto the team in November. This has enabled us to plan for the opening of a new social hub. In response to the many phone calls from local residents regarding the lack of exercise opportunities since the lockdowns, we identified a need for this type of provision. Plans are now firmly underway for a hub based on social interaction combined with an exercise session and premises have been negotiated and confirmed at Bill Walden House in central Woolwich. An appropriate training course was identified, and our project officer is in the process of qualifying as an exercise instructor. We hope to open the group in Summer 2022.

Bromley Befriending

The befriending service provides a vital lifeline to older people experiencing social isolation in their own homes or out in the wider community

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Our friendship hubs continue to be popular providing a friendly, welcoming atmosphere to make new friends whilst enjoying provided refreshments. We can signpost to other services if required alongside a positive resource for advice and information. We introduced a new 12-week session at Sutherland Court based in Penge and were happy to extend it for a further 6 sessions on the request of the residents.

The monthly walking group continues to meet monthly in Kelsey Park based in Beckenham. The walkers enjoy each other's company, catching up on their news and enjoying the ever-changing park environment. Refreshments are provided in the community café.

As part of our health and wellbeing programme we are now able to provide weekly chair based seated exercise sessions. The sessions are well attended, participants report health improvements such as improved sleep, feeling more confident in their abilities and overall enhanced health and wellbeing physically and mentally.

The home visiting service is fully operational once more. During the imposed restrictions, necessary to ensure the safety of our clients, the volunteers who provide this vital support displayed flexibility and evidenced how resilient and adaptable they were in their continued support to their clients during very difficult, changeable times. They provide encouragement and motivation and try to inject a sense of fun and humour.

We were able to deliver Christmas hampers to those most isolated and were very grateful to again receive the amazing donations from the Beckenham Quilters. The quilts were diverse in design and colour with impeccable workmanship catering to all tastes and genders. We received so many generously donated quilts that we were able to offer some to the clients on the Greenwich befriending service and the Dementia befriending service. They have proved to be invaluable to the service users. They connect our clients who are unable to leave their homes freely with the outside world. They provide comfort and warmth and a sense of connection to the wider community.

Adult Carers Support Service

The Adult Carers Support Service were the first department to resume in-person groups in April 2021, in line with government and Age UK Bromley & Greenwich guidance.

The small team have had a hugely productive year under a new Coordinator. 852 individual carers were supported, and 381 new carers were referred into the service.

The Adult Carers team achieved substantial increases to their interactions with clients on the previous year. During 2021/22:

- 562 in-person client interactions
- 2882 telephone calls to carers
- 978 individual e-mails sent to carers
- 127 individual text messages/ WhatsApp messages sent to carers
- 514 individual letters posted to carers
- 350 Emergency Cards posted to carers
- 33 E-bulletins were sent out to over 805 subscribers (made up of carers registered with the service, carers not registered with the service and professionals.
- 5 newsletters sent in the post during the year to 181 carers without e-mail access
- 34 workshops delivered and facilitated
- 55 online groups and workshops delivered and facilitated
- 65 support groups delivered and facilitated
- 5 additional WhatsApp groups set up with 155 members
- £2,135 obtained for nine carers through the Carers Trust Emergency Grant scheme
- 60 networking and community engagement events attended by Adult Carer Support Service Coordinator leading to more effective collaborative working and sharing of resources
- Continued to run online peer support groups fortnightly, despite in-person events resuming, in order to reach as many carers as possible, including those that are unable to leave the person they care for to attend in-person events.

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Care Navigation

Over the last year, the service addressed 1316 referrals across both pathways of the Service - the Proactive Pathway via the three Integrated Care Network (ICN) Hubs in the community and the Frailty Pathway, via the Frailty Rehabilitation Unit /Churchill Ward, Orpington Hospital.

(Bromley ICN - 356 Beckenham ICN - 207 Orpington ICN - 389 Frailty Rehabilitation Unit – 364).

The Care Navigation Team remains a pivotal member of the MDT teams, representing the Voluntary Sector/the Organisation, across both pathways, within Bromley's Integrated Care Network and Frailty Models of collaborative working. Within the unpredictable nature of the health and social care domains, during and post Covid, the team has continued to successfully support patients to navigate the health and social care systems, referring/sign posting to services/professionals of benefit, to help them optimise positive outcomes, in relation to their health and wellbeing. Often adopting a 'thinking outside the box approach' to optimise positive care navigation intervention impact, for the benefit of the patient.

Over the last 12-months, the team has noted that referrals across both pathways, have become far more complex in nature.

Gurkha Project

Age UK Bromley & Greenwich supports the Nepalese Gurkha community to adjust to UK life. The Nepalese Gurkha Veterans Community Project offers a stimulating environment, where promotion of health and wellbeing alongside access to Age UK's and other vital services are on tap to aid integration and reducing social isolation.

We support Gurkhas who have retired from active service with the British Army, and their families, to be happier living in the UK despite the challenges they face, thereby avoiding social isolation, loneliness, and depression. For the Gurkha community, the challenge of community integration is more intense because they are seeking to assimilate into the host community, where language and cultural differences are acute.

Okey Cokey Club

98 service users have accessed the club over a 5-month period.

35 were new members

Food Bank

134 direct beneficiaries have received food donations.

More than 200 bags of food donations have been distributed.

Food donations are often shared with family or friends, so it is impossible to quantify exact indirect beneficiaries.

Men In Sheds

Coming out of the second lockdown presented various obstacles to be overcome, as would be expected. An unavoidable reduction in hours for the coordinators meant a reduction in the days we could open the sheds. A plan was put into operation whereby shed members would be offered the opportunity to become volunteer coordinators, undergoing Health & Safety and First Aid training, thus enabling the sheds to be open when no staff coordinator was present. A number of both women and men shedders took us up on this offer resulting in Eltham shed now being open an extra day and providing cover for when a staff coordinator isn't on site. So far this has proven to be a success and could result in the shed being open five days a week which will increase our potential client volume by two thirds from a year ago. We are still able to accept new shed members although we must keep an eye on how many attend each session to avoid overcrowding.

The Penge shed is open two days a week but has increased its capacity with the construction of extra workspace outside the main building.

Both sheds are busy making items to sell and taking on paid commissions. Eltham has held in-house sales events and both sheds have had good sales returns from local external events.

We have yet to re-open the Woolwich shed but the search is on for more funding. Over the last two years many of the possible benefactors re-directed their funds towards organisations that were dealing directly with Covid related issues but have now reverted to their usual criteria and are accepting applications again.

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All of our shedders have said how much they missed coming to the sessions during the lockdowns and how important the shed is to their wellbeing. We look forward to continuing providing and increasing the service.

Volunteering

285 amazing volunteers who powered us through the pandemic with their kindness, support, and dedication. Thank you.

13,834 Volunteer hours were delivered supporting our services in both Bromley and Greenwich

Financial review

The financial statements cover the activities of Age UK Bromley & Greenwich. Income for the year £2,091,773 (2021: £2,133,438) and expenditure £2,078,092 (2021: £2,202,886). There was an operating surplus during the year of £13,681 (2021: £69,448 deficit).

Total reserves at 31 March 2022 are £2,674,369 (2021: £2,648,168) of which the Trustees have designated £1,466,257 (2021: £1,469,034) for future use, general unrestricted reserves of £1,162,809, which includes £40,000 for the new EMIS system (2021: £1,080,428), and restricted funds of £48,650 (2021: £114,573)

Income

Age UK Bromley & Greenwich is very grateful to the commissioners of services, individuals and organisations that made donations to support our work with and for older people. The income for charitable activities totalling £1,645,840 covering information, advice and guidance, health & wellbeing and home support was mainly from contracts and grants. The legacy and donation income was £158,999 compared to £85,893 in the previous year (2021). This included legacies worth £139,086. We are grateful to all those who remembered the charity in their will. The income from legacies will be used supporting the services of the organisation. The housing income was from the flat rental income, below market rent paid by our four tenants.

The value of the generous donation of the volunteers' time is not incorporated into the financial statements. If it were, it would be a significant sum.

Expenditure

Total expenditure was £2,078,092 compared to £2,202,886 in the previous year (2021). The main expenditure was employment costs of £1,665,479 (2021: £1,835,591). The cost of raising funds was £23,648 (2021: £20,951) and careful control was maintained on administrative costs.

The balance sheet demonstrates that the financial position overall is satisfactory for the time being given the low interest rates and the Trustees are satisfied with the performance of the organisation for the year.

Reserves

Age UK Bromley & Greenwich maintains reserves to cover the impact of unforeseen events, to meet its financial obligations, and to set aside funds for future development or to meet future commitments. The Trustees have agreed a framework for determining the minimum level of reserves considered necessary to safeguard the charity's solvency. It defines a minimum level of reserves which should be maintained as well as what specific reserves are available to fulfil this requirement. The calculation is based upon the charity's financial position and outlook, taking into account estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

The Trustees aim to hold approximately six months operating costs of £1,113,000 (2021: £1,080,000), and these are held within the general unrestricted funds to meet these requirements. Unrestricted general funds at 31 March 2022 are £1,162,809 (2021: £1,080,428). The designated funds total £1,466,257 (2021: £1,469,034), restricted funds £48,650 (2021: £114,573), and the deficit of £3,347 for the pension scheme liability funding arrangement, see note 26 (2021: deficit of £15,867), is as stated in the Statement of Financial Activities and Balance Sheet pages 18 & 20.

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Investments

Under the Memorandum and Articles of Association, the charity has the power to invest funds not immediately required for its own purposes, in any way the Trustees see fit. The Trustees have adopted a cautious approach to decisions about investing the Charity's funds which is "low – medium risk" in the management of the Charity's assets, spreading the risk across more than one investment provider where funds invested in markets that are closely regulated and are covered under the Financial Services Compensation Scheme. The organisation has historically operated with a positive cash balance that has earned interest from its deposit account with Barclays Bank plc. Funds which are not immediately required have been placed in a portfolio of six months, one- or two-year fixed interest rate bonds from a variety of providers maturing at different times during a 12-month cycle.

Towards the year end the Trustees appointed Brewin Dolphin to manage a new investment portfolio. The Charity's main financial objectives and reasons for the new investment portfolio are:

- To grow the capital over the investment period to protect the value of the invested capital against inflation
- To generate income to a higher level of income than is available from cash deposits

Overall, the objective for the portfolio will be to maintain the real value of investments against inflation over the 'medium to long-term' (5-7 years), whilst looking to generate a natural level of income to support smaller projects.

The invested funds achieved an income of £12,652 (2021: £20,885).

Fundraising

Age UK Bromley & Greenwich does not employ any professional fundraisers to fund raise on its behalf, but all staff members and any volunteers involved in fundraising activities are trained in accordance with recognised standards so as to ensure that the public, including vulnerable people, are protected from unreasonable or intrusive approaches. Age UK Bromley & Greenwich has not received any complaints about its fund-raising activities

Plans for the future

Chislehurst Day Centre

Following the closure of our services at our Chislehurst property, the Trustees have decided that due to the excessive costs involved in maintaining the property, that the most advantageous course of action for the charity would be to sell the property for development purpose. Throughout the year, with the appropriate advice from professionals the Trustees have perused this course of action. As part of our development plans a community space will be included within the development for the use of Age UK Bromley & Greenwich. At this time a developer has been appointed and we are working on the disposal of the property.

Trustees will continue to monitor performance against our three-year strategic plan at Trustees meetings.

We will work with other voluntary and statutory partners in order to help as best we can to minimise the cost of living crisis.

We will work with our partners in BTSE to ensure the continued success of the Bromley Well project. Our successful bid for this important work means that Bromley Well services are funded for a further five years with the possibility of a further two-year extension

We will continue work closely with the health service in both boroughs to ensure that older people's needs are represented at the highest level.

We will continue to diversify our income streams and work towards ongoing financial sustainability to meet the challenges and opportunities in the year ahead.

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Trustees' Annual Report

Directors and Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are as follows:

Lorna Blackwood	Chair
Christina Parry	Vice Chair
Thomas Pannett	Hon. Treasurer
Nell Axelrod	Appointed 27 th September 2022
Michael Beeson	Appointed 31 st May 2022
Karina Brown	Appointed 26 th July 2022
Julie Dodds	Appointed 31 st May 2022
Gordon Hayward	
Judy Lyons	Resigned 7 th July 2021
Yasmin Mashallah	Appointed 29 th July 2021
Maria Muriel-Sanchez	Resigned 5 th August 2022
Morgan Vine	

Key Management Personnel

Chief Executive	Mark Ellison
Deputy Chief Executive	Schola Muhoro
Finance Manager	Claire Rowberry
Health & Wellbeing Manager	Katie Roff (from May 2021)
Health & Wellbeing Manager	Emily Ingrams (to April 2021)
Services Manager	Kasey Adeniji (to 29 th April 2022)
Services Manager (Greenwich)	Marie Griffin (from 20 th June 2022)

Structure, governance, and management

Age UK Bromley & Greenwich is an independent charity, responsible for its own governance and funding. Age UK Bromley & Greenwich operates a wholly owned subsidiary company Age UK South East London Trading Ltd. Age UK Bromley & Greenwich is a partner of the national charity Age UK and works with the network of local Age UKs across the country to promote the wellbeing of people in later life contributing to national and regional campaigns and campaign on issues that impact older people locally.

Age UK Bromley & Greenwich is the leading specialist agency working with all older people across the two boroughs. It has a strong reputation locally and regionally for providing person-centred, quality, and innovative preventative services. The Board of Trustees is responsible for the governance of the charity and takes decisions regarding policy and approves strategic actions undertaken by the organisation. The Trustees meet six times in the year and do not receive remuneration for their involvement.

Trustees are elected at the Annual General Meeting (AGM) by the members in accordance with the Articles of Association. Elections take place at least once every three years and Trustees may serve for a maximum of six consecutive years. Honorary Officers are appointed by the Trustees at their first meeting following the AGM and may continue beyond six years save that the Chair may serve for up to a maximum of nine consecutive years.

The Trustees have the power to co-opt during the year providing the number of co-optees does not exceed one third of the total number of elected Trustees. The Trustees regularly review the composition of the Board and where necessary, identify suitable persons to co-opt to enhance or strengthen its skills and experience to discharge its responsibilities. Trustees, who are co-opted during the year by the Trustees, are eligible to stand for election at the next AGM.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees Handbook covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

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Trustees' Annual Report

The management function of the charity and subsidiary company is delegated to the Chief Executive who ensures that the Trustees are well briefed and reports to the Board at meetings.

The Trustees do not receive remuneration or other benefit from their work with Age UK Bromley & Greenwich. Any connection between a Trustee of the charity must be disclosed to the Board and recorded in the same way as any other contractual relationship with a related party. In the year ending 31st March 2022 no such related party transactions were recorded.

The Trustees agree the Chief Executive remuneration and periodically compare it to external benchmarks related to posts with similar duties and responsibilities. The Chief Executive is responsible for reviewing the remuneration of other key management personnel, Deputy Chief Executive, Finance Manager, Health & Wellbeing Manager, and Services Manager and other staff, based on their responsibilities and performance and informs the Trustees of any significant changes. The Trustees review the RPI index and consider whether to award any cost-of-living increases.

In 2021 the trustees agreed to review the Memorandum and Articles of the charity. It was agreed that the membership system under which the organisation was operating was outdated, and the trustees decided to adopt a foundation model for the charity. Trustees appointed Bates Wells as legal advisors who advised on the change. All listed members were contacted to explain the reason for the changes, and a series of extraordinary meetings were held in order to complete the change. Our new Articles were accepted by the Charity Commission and Companies House in December 2021

Risk management

The Trustees regularly review risks faced by the Charity and its subsidiary undertakings and a Risk Register is maintained and annually reviewed. The risk register covers key areas in the management of financial and non financial risks to the charity. The risks are identified, steps taken to mitigate those risks or minimise any potential impact. These areas include:

- Financial risks
- Business and service delivery risks
- Governance risk
- Organisational risks

The key risks identified that ranked highest in terms of potential impact on the charity are: The impact of lack of funding, loss of key staff and maintaining good reputational standing.

Trustees keep the income of the Charity under review and receive monthly management accounts and other financial statements. A funding/income generation strategy has been developed together with social enterprise activities. As the Charity shares the Age UK brand with other local Age UKs and the national partner Age UK through the Brand Partnership Agreement, it is outside the 'gift' of the Trustees alone to mitigate all aspects to reputational risk.

Trustees' responsibilities in relation to the financial statements

The Trustees (who are directors for the purpose of the company) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law

the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

**AGE CONCERN BROMLEY
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Trustees' Annual Report

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and accounting estimates that are reasonable and prudent.
- state whether applicable accounting standards 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 charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:

Lorna Blackwood - Chair
Date: 4 October 2022

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
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Report of the Independent Auditors to the Members of Age Concern Bromley

Opinion

We have audited the financial statements of Age Concern Bromley (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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 Trustees Annual Report, other than the financial statements and our auditor's 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.

Opinions 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 and the incorporated Strategic Report prepared for the purpose of company law for the financial year for which the financial statements are prepared is

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Report of the Independent Auditors to the Members of Age Concern Bromley

- consistent with the financial statements; and
- the Trustees' Report and the incorporated Strategic Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 14, 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.

Auditor's responsibilities for the audit of the financial statements

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

Extent to which the audit was considered capable of detecting irregularities, including fraud (continued)

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

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Report of the Independent Auditors to the Members of Age Concern Bromley

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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Report of the Independent Auditors to the Members of Age Concern Bromley

Use of our report

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

Michelle Wilkes FCA
Senior Statutory Auditor
For and on behalf of Azets Audit Services,
Greytown House
221-227 High Street
Orpington
Kent BR6 0NZ
Date: 4 November 2022

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
INCOME FROM:					
Donations and legacies	2	155,765	248,644	404,409	706,902
Charitable activities	3	1,550,232	95,608	1,645,840	1,395,321
Other trading activities	4	28,872	-	28,872	10,330
Investments	5	12,652	-	12,652	20,885
TOTAL INCOME		1,747,521	344,252	2,091,773	2,133,438
EXPENDITURE ON:					
Raising funds		23,648	-	23,648	20,951
Charitable activities		1,644,269	410,175	2,054,444	2,181,935
TOTAL EXPENDITURE	6	1,667,917	410,175	2,078,092	2,202,886
Net (expenditure) / income before gains/(losses) on pension scheme		79,604	(65,923)	13,681	(69,448)
Gains on pension scheme	26	12,520	-	12,520	2,933
NET MOVEMENT IN FUNDS		92,124	(65,923)	26,201	(66,515)
TOTAL FUNDS BROUGHT FORWARD		2,533,595	114,573	2,648,168	2,714,683
TOTAL FUNDS CARRIED FORWARD		2,625,719	48,650	2,674,369	2,648,168

All amounts relate to continuing activities.

The notes on pages 22 to 39 form part of these statutory financial statements

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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2022

Comparative year information Year Ended 31 March 2021	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £
INCOME FROM:				
Donations and legacies	2	187,758	519,144	706,902
Charitable activities	3	1,259,500	135,821	1,395,321
Other trading activities	4	10,330	-	10,330
Investments	5	20,885	-	20,885
TOTAL INCOME		1,478,473	654,965	2,133,438
EXPENDITURE ON:				
Raising funds		20,951	-	20,951
Charitable activities		1,576,191	605,744	2,181,935
TOTAL EXPENDITURE	6	1,597,142	605,744	2,202,886
Net (expenditure) / income before gains/(losses) on pension scheme		(118,669)	49,221	(69,448)
Gains / (losses) on pension scheme	26	2,933	-	2,933
NET MOVEMENT IN FUNDS		(115,736)	49,221	(66,515)
TOTAL FUNDS BROUGHT FORWARD		2,649,331	65,352	2,714,683
TOTAL FUNDS CARRIED FORWARD		2,533,595	114,573	2,648,168

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee – Company Registration Number 3304510)

Balance Sheet as at 31 March 2022

	Note	Total 2022 £	Total 2021 £
FIXED ASSETS			
Tangible fixed assets	11	1,358	125,635
Investment in trading subsidiary	12	2	2
Fixed asset investments	13	851,116	1,375,378
		852,476	1,501,015
CURRENT ASSETS			
Current asset investments	14	508,022	426,635
Current asset: property held for sale	15	121,684	-
Debtors	16	436,731	411,441
Cash at bank and in hand		884,468	363,826
		1,950,905	1,201,902
CREDITORS: amounts falling due within one year	17	125,665	38,882
		1,825,240	1,163,020
NET CURRENT ASSETS			
Provisions for liabilities and charge	26	3,347	15,867
		2,674,369	2,648,168
FUNDS			
General unrestricted funds		1,162,809	1,080,428
Restricted funds	19	48,650	114,573
Designated funds	20	1,466,257	1,469,034
Unrestricted pension funds	26	(3,347)	(15,867)
	18	2,674,369	2,648,168

The financial statements were approved by the Board of Trustees on the 4 October 2022 and signed on their behalf by:

Lorna Blackwood – Chair

Thomas Pannett – Hon. Treasurer

The notes on pages 22 to 39 form part of these statutory financial statements.

**AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2022

	Note	2022 £	2021 £
CASH FLOW FROM OPERATING ACTIVITIES	25	65,115	(64,415)
NET CASH FLOW FROM OPERATING ACTIVITIES		65,115	(64,415)
CASH FLOW FROM INVESTING ACTIVITIES			
Payments to acquire investments		(85,528)	(260,775)
Receipts from maturing investments		528,403	355,839
Interest received		12,650	20,884
Dividends received		2	1
NET CASH FLOW FROM INVESTING ACTIVITIES		455,527	115,949
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		520,642	51,534
CASH AND CASH EQUIVALENTS AT 1ST APRIL 2021		363,826	312,292
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2022		884,468	363,826
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		884,468	363,826
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2022		884,468	363,826

**AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)**

Notes to the Financial Statements for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES

Basis of preparation

Age Concern Bromley (trading as Age UK Bromley & Greenwich) is a company limited by guarantee registered in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote the welfare of older people and adults in any manner which now or hereafter may be deemed by law charitable in and around the London Borough of Bromley and the Royal Borough of Greenwich.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom (FRS 102), the Charities Act 2011, and UK Generally Accepted Practice as it applies from 1 January 2015 as updated for Bulletin 1 & 2.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

In the opinion of the Trustees, the Charity and its subsidiary undertaking comprise a small group. The Charity has applied the exemption provided by S.398 of the Companies Act 2006 and has not prepared consolidated financial statements.

The Charity has also applied the exemption conferred by FRS102 paragraph 9 on the grounds that the subsidiary undertaking, Age UK South East London Trading Limited, results are not material to the group. The results of the subsidiary undertaking are adequately disclosed in the financial statements.

Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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Notes to the Financial Statements for the Year Ended 31 March 2022

Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in respect of the coronavirus job retention scheme grant. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned through holding bonds and fixed deposits for investment purposes. It includes dividends.

Other income includes any gains on disposals of tangible fixed assets.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes cost of goods purchased and costs of running events.
- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them; and
- Other expenditure represents those items not falling into the categories above.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

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Notes to the Financial Statements for the Year Ended 31 March 2022

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include costs relating to management, governance, human resources, information technology, finance, and premises and office costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises and office costs have been allocated on a desk space basis, human resources and information technology on a headcount basis and other overheads have been allocated on a proportionate basis.

Tangible Fixed Assets

Tangible fixed assets are stated at cost or valuation less accumulated depreciation and accumulated impairment losses.

Purchases of assets of value £1,000 and over are capitalised. Depreciation is provided on all capitalised assets at rates estimated to write off the cost less estimated residual value, of each asset over its expected useful life as follows:

Buildings	- 2% straight line
Furniture	- 25% straight line
Equipment/computers	- 33.33% straight line
Motor vehicle	- 25% straight line

Investments

Investments held as fixed and current assets are stated at fair value which is normally the cost less any transaction costs. Realised gains and losses on the sale of investments are included in the Statement of Financial Activities.

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than three months.

Fixed asset investments are investments with a maturity of more than three months.

Leased Assets

All leases are treated as operating leases. Their annual rentals are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension cost

The charity operates a defined contribution plan makes payments to individual pension schemes in accordance with their contract of employment.

A number of employees belong to the Pension's Trust Growth Plan Series 4 Pension Scheme, which is a defined benefit scheme. As it is not possible to identify the charity's share of the underlying assets and liabilities in the scheme on a consistent and reasonable basis, contributions are charged to the

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income and expenditure account as they are paid. The charity also makes contributions to the scheme in relation to a deficit on a past employees' defined benefit scheme and in accordance with FRS 102 the charity recognises the present value of contributions payable.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation, and the physical condition of the assets. See note 11 for the carrying amount of the property plant and equipment, and the Tangible fixed assets accounting policy, above, for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key 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 financial year.

Bad debts

Trade debtors are regularly reviewed for recoverability, any debts which in the opinion of management are not recoverable are provided for as a specific bad debt.

There are no key assumptions concerning the future and other key 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 financial year.

Pensions

The present value of the pension's provision depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in the rate of discount, which is disclosed in note 25, will impact the carrying amount of the pension provision.

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2. INCOME FROM DONATIONS AND LEGACIES

	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Legacies	139,086	-	139,086	69,848
Donations	5,929	13,984	19,913	16,045
	145,015	13,984	158,999	85,893
Age UK	10,750	6,667	17,417	99,897
Armed Forces Covenant Fund	-	23,607	23,607	-
Bromley CCG & London Borough of Bromley	-	212,517	212,517	276,583
Bromley Healthcare Charity	-	-	-	40,000
HMRC CJRS	-	586	586	153,156
London Borough of Bromley	-	(11,172)	(11,172)	36,891
Royal Borough of Greenwich	-	-	-	10,000
Other grants	-	2,455	2,455	4,482
	10,750	234,660	245,410	621,009
	155,765	248,644	404,409	706,902

3. INCOME FROM CHARITABLE ACTIVITIES

	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Information, Advice & Guidance:				
Local Authority contracts	-	40,500	40,500	38,000
Other contracts	16,590	-	16,590	15,721
	16,590	40,500	57,090	53,721
Day Opportunities:				
Provision of Services	-	-	-	708
	-	-	-	708
Health & Wellbeing:				
NHS Contracts	295,916	-	295,916	64,356
Other Contracts	1,082,234	25,108	1,107,342	1,054,894
Provision of services	107,816	-	107,816	72,201
Local Authority contract	-	30,000	30,000	60,000
	1,485,966	55,108	1,541,074	1,251,451

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INCOME FROM CHARITABLE ACTIVITIES (continued)	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Home Support				
Provision of Services	33,156	-	33,156	68,972
	33,156	-	33,156	68,972
Housing				
Flat rental income	14,520	-	14,520	20,469
	14,520	-	14,520	20,469
	1,550,232	95,608	1,645,840	1,395,321

4. INCOME FROM OTHER TRADING ACTIVITIES

	2022 £	2021 £
Sale of goods and services	28,872	10,330
	28,872	10,330

5. INVESTMENT INCOME

	2022 £	2021 £
Bank & Bond interest received	12,650	20,884
Dividend received	2	1
	12,652	20,885

6. ANALYSIS OF EXPENDITURE

	Direct Costs £	Support Costs £	2022 Total Costs £	2021 Total Costs £
Charitable Activities:				
Information, Advice & Guidance	63,319	41,980	105,299	133,372
Day Opportunities	68,509	14,634	83,143	339,789
Health & Wellbeing	1,485,347	295,501	1,780,848	1,528,366
Home Support	50,865	12,414	63,279	167,530
Housing	19,604	2,271	21,875	12,878
	1,687,644	366,800	2,054,444	2,181,935
Raising Funds	2,871	20,777	23,648	20,951
	1,690,515	387,577	2,078,092	2,202,886

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7. SUPPORT COSTS

	2022	2021
	£	£
Support staff costs	111,524	156,886
Depreciation	3,847	4,396
Information technology	76,577	33,217
Premises costs	90,578	88,294
Office costs	55,489	68,891
Other support costs	23,891	12,027
Governance costs	25,671	8,340
	387,577	372,051

Support costs provide the organisational infrastructure that enables the charitable activities. They have been allocated on a per-capita basis of staff employed. Some staff work across several activities therefore the costs have been allocated in proportion to the percentage of the time spent on each activity.

8. GOVERNANCE COSTS

	2022	2021
	£	£
Audit Fees	8,520	8,340
Trustee Meetings	50	-
Legal Fees	17,101	-
	25,671	8,340

9. NET MOVEMENT IN FUNDS

	2022	2021
	£	£
This is stated after charging:		
Depreciation	3,847	4,396
Audit fees	8,520	8,340
Trustees' professional indemnity insurance	402	804

10. EMPLOYEES

	2022	2021
	£	£
Staff costs consist of:		
Wages and salaries	1,499,665	1,671,702
Social security costs	112,804	111,565
Pension costs	39,649	40,864
Recruitment costs	13,361	11,460
	1,665,479	1,835,591

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	2022	2021
Average Headcount	86	106
Full Time Equivalent	57	61

Staff costs for the year included redundancy costs of £5,129 (2020/21: £34,827)

Key management staff included the Chief Executive, Deputy Chief Executive, Finance Manager, Services Manager, and Health & Wellbeing Manager posts. The total staff costs for key management staff during the year were £248,269 (2020/21: £252,550). One employee received remuneration of between £60,000 and £70,000 (2020/21: One)

No Trustee or any person connected to them received any remuneration in the year (2020/21: Nil).

No Trustee was reimbursed for expenses in the year (2020/21: Nil).

11. TANGIBLE ASSETS

	Freehold Property £	Furniture & Equipment £	Motor Vehicles £	Total £
Cost				
At 1 April 2021	180,605	75,708	11,027	267,340
Additions	-	1,254	-	1,254
Disposals	-	(27,848)	-	(27,848)
Asset movement: held for sale	(180,605)			(180,605)
At 31 March 2022	-	49,114	11,027	60,141
Depreciation				
At 1 April 2021	55,709	74,969	11,027	141,705
Charge for the year	3,212	635	-	3,847
Released on disposal	-	(27,848)	-	(27,848)
Released: held for sale	(58,921)			(58,921)
At 31 March 2022	-	47,756	11,027	58,783
Net Book Value				
At 31 March 2021	124,896	739	-	125,635
At 31 March 2022	-	1,358	-	1,358

In 1982 Age UK Bromley & Greenwich paid a nominal £1 to Black Cap Investments Limited for a property in Chislehurst. The property is in the accounts as at its 1982 market value, plus the cost of refurbishment. In 2004 P K Soloman and Co, Chartered Surveyors valued the property at an open market value of £787,500.

In the accounts the property was moved from Tangible Assets to Current Assets at its net book value at year end, see note 15. The property is currently on the market for sale, the income from which will be used to further meet the Charities objectives and needs of its beneficiaries.

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12. INVESTMENTS

	2022	2021
	£	£
Cost	2,000	2,000
Provisions	(1,998)	(1,998)
Net Book Value	2	2

Subsidiary undertakings

The principal undertaking in which the company's interest at the year end is 20% or more is as follows:

Subsidiary undertakings	Country of Incorporation or registration	Proportion of voting rights and ordinary share capital held	Nature of business
Age UK South East London Trading Limited	England	100%	Provider of general services

Age UK Bromley & Greenwich has a 100% shareholding in Age UK South East London Limited (Company Number: 02825905) in ordinary £1 shares.

A summary of the subsidiary's results for 2022 are shown below:

	2022	2021
	£	£
Turnover	-	-
Cost of sales	-	-
Administrative expenses	-	-
Profit for the financial year	-	-
Aggregated capital and reserves	2,019	2,019

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13. FIXED ASSET INVESTMENTS

	2022	2021
	£	£
Listed Investments*	987	987
Aldermore Bank	-	85,000
Cambridge Building Society	-	86,768
Charity Bank	-	78,977
Flagstone IM Deposit Accounts	680,000	780,000
Hampshire Trust Bank	85,000	85,000
Nationwide Building Society	-	87,529
Shawbrook Bank	85,129	84,629
United Trust Bank	-	86,488
	851,116	1,375,378

* The market value of the listed investments (Santander) as at 31 March 2022 is £284 (2021: £233)

14. CURRENT ASSET INVESTMENTS

	2022	2021
	£	£
Cambridge & Counties	-	87,341
CCLA COIF Charities Deposit	-	87,094
Charity Bank	79,005	-
Flagstone IM Deposit Accounts	85,000	-
Metro Bank Deposit	-	82,200
Nationwide Building Society	87,529	-
Redwood Bank	85,000	85,000
United Trust Bank	86,488	-
Virgin Money	85,000	85,000
	508,022	426,635

15. CURRENT ASSET: PROPERTY

	2022	2021
	£	£
Freehold Property: Held for sale	121,684	-

In the accounts the property was moved from Tangible Assets to Current Assets at its net book value at year end, see note 11. The property is currently on the market for sale, the income from which will be used to further meet the Charities objectives and needs of its beneficiaries.

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16. DEBTORS

	2022 £	2021 £
Sundry debtors and prepayments	419,481	340,828
Accrued income	17,250	70,613
	436,731	411,441

17. CREDITORS: amounts falling due within one year

	2022 £	2021 £
Accruals and deferred income	100,184	16,247
Other creditors	25,481	22,635
	125,665	38,882

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2022 £
Fixed assets	-	1,358	-	1,358
Investments	129,022	722,096	-	851,118
Current assets	1,159,452	742,803	48,650	1,950,905
Creditors due within one year	(125,665)	-	-	(125,665)
Pension debt	(3,347)	-	-	(3,347)
	1,159,462	1,466,257	48,650	2,674,369

Comparative year information
Year ended 31 March 2021

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2021 £
Fixed assets	-	125,635	-	125,635
Investments	312,899	1,062,481	-	1,375,380
Current assets	806,411	280,918	114,573	1,201,902
Creditors due within one year	(38,882)	-	-	(38,882)
Pension debt	(15,867)	-	-	(15,867)
	1,064,561	1,469,034	114,573	2,648,168

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Notes to the Financial Statements for the Year Ended 31 March 2022

19. RESTRICTED FUNDS

	As at 1 April 2021 £	Income £	Expenditure £	As at 31 March 2022 £
Age UK: Emmanuel Hospital Foundation	-	6,667	6,667	-
Armed Forces Covenant Fund	-	23,607	17,701	5,906
Bromley Healthcare Charity	40,000	-	40,000	-
Dementia Choir	565	-	-	565
DWP: Access to Work	-	2,455	2,455	-
HMRC CJRS Grant	-	586	586	-
London Borough of Bromley: Innovation Fund	-	25,108	25,108	-
London Borough of Bromley: ICF & WCF	11,172	(11,172)	-	-
London Borough of Bromley & Bromley CCG:				
Care Navigation	3,617	192,492	195,530	579
End of Life Navigation	3,375	20,025	23,400	-
Mayor's Office for Policing and Crime	5,480	-	-	5,480
Plum Care	3,120	3,120	750	5,490
Royal Borough of Greenwich	43,973	70,500	89,250	25,223
Small Donations: Dementia Hub	3,271	5,552	3,416	5,407
Small Donations: Men In Sheds	-	5,312	5,312	-
Total	114,573	344,252	410,175	48,650

**Comparative year information
Year ended 31 March 2021**

	As at 1 April 2020 £	Income £	Expenditure £	As at 31 March 2021 £
Age UK: Covid Appeal Funding	-	25,722	25,722	-
Armed Forces Covenant Fund	5,434	-	5,434	-
Bromley Healthcare Charity	-	40,000	-	40,000
Dementia Choir	565	-	-	565
DWP: Access to Work	-	1,326	1,326	-
HMRC CJRS Grant	-	153,156	153,156	-
London Borough of Bromley: Innovation Fund	7,448	37,821	45,269	-
London Borough of Bromley: ICF & WCF	-	14,391	3,219	11,172
London Borough of Bromley & Bromley CCG:				
Bromley Dementia Hub	-	28,981	28,981	-
Care Navigation	5,436	192,492	194,311	3,617
End of Life Navigation	18,195	55,110	69,930	3,375
Mayor's Office for Policing and Crime	5,480	-	-	5,480
Plum Care	-	3,120	-	3,120
Royal Borough of Greenwich	10,472	98,000	64,499	43,973
The Royal British Legion	9,051	-	9,051	-
Small Donations: Dementia Hub	3,271	-	-	3,271
Small Donations: Men in Sheds	-	4,846	4,846	-
Total	65,352	654,965	605,744	114,573

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Notes to the Financial Statements for the Year Ended 31 March 2022

19. RESTRICTED FUNDS (continued)

Age UK: Covid Appeal Funding - funding of a pilot befriending project using new technology to reduce social isolation in older people.

Age UK: Emmanuel Hospital Foundation – grant towards Information and Advice provision, and to help ensure there is a sustainable infrastructure of support for older people.

Armed Forces Covenant Fund – Nepalese Gurkha Veterans project. The balance of the funds c/f will be spent during 22/23

Bromley Healthcare Charity – To support the integration of the Care Navigators within the Proactive Care Pathway, through access to an instance of EMIS and the associated build and access required.

Dementia Choir – Donations were received towards the Dementia Choir in the London Borough of Bromley run in partnership with Bromley U3A.

DWP Access to Work – Funding for the provision of specialist equipment and adaptations.

HMRC CJRS Grant – Coronavirus job retention scheme grant.

London Borough of Bromley: Innovation Fund – Commissioned through Bromley Third Sector Enterprise, to increase capacity for the Handyperson service, and to provide a hospital frailty Care Navigator.

London Borough of Bromley: Infection Control Fund and Workforce Capacity Fund – To reduce risk of transmission of Covid 19, and to increase workforce capacity whilst employees self-isolate. Unspent funds was returned during the year 21/22.

London Borough of Bromley and Bromley Clinical Commissioning Group: Bromley Dementia Hub – Funding for dementia advice and support for people diagnosed with dementia. The funding was awarded via Bromley & Lewisham Mind, lead partner.

London Borough of Bromley and Bromley Clinical Commissioning Group: Care Navigation – Funding awarded to deliver the Care Navigator element of the Integrated Care Model, providing non-medical advice and support for people receiving coordinated care. The balance of the funds c/f will be spent during 22/23.

London Borough of Bromley and Bromley Clinical Commissioning Group: End of Life Navigation – Commissioned through Bromley Third Sector Enterprise, and in partnership with St. Christopher's. Funding to support people with advanced illness and frailty who are BCC patients.

Mayor's Office for Policing and Crime – Safer in Greenwich programme for the Nepalese Gurkha Veterans project. The c/f funds will be spent during 22/23

Plum Care: Sponsorship towards the running of the Memory Lane Café and Memory Mates group.

Royal Borough of Greenwich: Day opportunities, befriending, and support to access mainstream and community services. A Workforce Capacity grant was awarded to increase capacity further for befriending in Greenwich for two years.

The Royal British Legion: Nepalese Gurkha Veterans project.

Small Donations – Donations made specifically to the Memory Lane Café, the Young Onset Dementia Group and to the Men in Sheds project.

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20. DESIGNATED FUNDS

	As at 1 April 2021	New Designations	Designations Released	As at 31 March 2022
Property Purchase and Refurbishment	513,976	-	23,147	490,829
Fixed Asset fund	125,635	1,254	125,531	1,358
Premises maintenance	162,499	-	10,337	152,162
Organisational Development and Sustainability	370,802	136,341	55,821	451,322
Project Development	264,298	113,138	29,060	348,376
Pension Trust Potential Employees Debt	31,824	-	9,614	22,210
Total	1,469,034	250,733	253,510	1,466,257

Designated funds have been set aside by the Trustees for specific future purposes:

Property Purchase and Refurbishment – to enable the Charity to purchase/refurbish a suitable freehold property to further its charitable strategic objectives.

Fixed Asset fund – these funds represent the net book value of fixed assets held by the Charity.

Premises maintenance – to meet the costs of maintaining the premises at Community House, Kingsdale House in the London Borough of Bromley and Sherard Road in the Royal Borough of Greenwich as set out in the terms of the Leases by the Landlords. In addition, Age UK Bromley & Greenwich own the freehold of the property at 85 High Street, Chislehurst and the fund is to make provision for essential investment in maintaining safe and satisfactory accommodation for our service users and a maintenance programme of the building and six flats occupied by older people.

Organisational Development and Sustainability – organisational development, in furtherance of the charity's strategic objectives.

Project Development – to respond to the development and funding of new social enterprise services to meet the needs of older people in London Borough of Bromley and the Royal Borough of Greenwich. Continuation of existing services and pilot projects.

Pensions Trust Potential Employees Debt – The estimated amount of employer debt payable in addition to the pension liability on withdrawal for Age UK Bromley & Greenwich been calculated as £25,557 (2021 £47,691)

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20. DESIGNATED FUNDS (continued)

Comparative year information Year ended 31 March 2021	As at 1 April 2020	New Designations	Designations Released	As at 31 March 2021
Property Purchase and Refurbishment	523,966	-	9,990	513,976
Fixed Asset fund	130,031	-	4,396	125,635
Premises maintenance	169,826	-	7,327	162,499
Organisational Development and Sustainability	306,650	199,000	134,848	370,802
Project Development	243,283	62,050	41,035	264,298
Pension Trust Potential Employees Debt	31,444	380	-	31,824
Total	1,405,200	261,430	197,596	1,469,034

21. LEASE COMMITMENTS

	2022 Land and Buildings £	2022 Vehicles & Equipment £	2021 Land and Buildings £	2021 Vehicles & Equipment £
Operating leases which expire:				
Within one year	28,626	18,685	28,626	4,564
Two to five years	64,006	42,236	88,782	-
More than five years	-	-	-	-
	92,632	60,921	117,408	4,564

22. SHARE CAPITAL

The company is limited by guarantee and has no share capital. The liability of its members is limited to £1 per member.

23. TAXATION

Age UK Bromley & Greenwich is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

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24. RELATED PARTY TRANSACTIONS

The charity has a leasehold interest in the offices at Community House in Bromley. The term of the lease is in excess of 3 years and the annual payment is £24,776. One Trustee is also a Trustee of Bromley Voluntary Sector Trust (BVST), who lease the premises to Age UK Bromley & Greenwich.

Age UK Bromley & Greenwich controls 100% of the issued share capital of Age UK South East London Trading Limited. Age UK South East London Trading Limited has an issued share capital of 2,000 £1 Ordinary shares.

25. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	£
Net income	26,201	(66,515)
Payment to acquire fixed asset	(1,254)	-
Depreciation and impairment of tangible fixed assets	3,847	4,396
Investment income	(12,652)	(20,885)
(Increase)/Decrease in debtors	(37,810)	39,797
(Decrease)/Increase in creditors	86,783	(21,208)
Net cash flow from operating activities	65,115	(64,415)

26. PENSION

FRS102 – Section 28 Disclosures Report

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

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Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of provision

	2022 £	2021 £
Present value of provision	3,347	15,867

Reconciliation of opening and closing provisions

	2022 £	2021 £
Provision at start of period	15,867	18,800
Unwinding of the discount factor	91	422
Deficit contribution paid	(4,015)	(3,898)
Remeasurements – impact of any changes in assumptions	(77)	543
Remeasurements – amendments to the contribution schedule	(8,519)	-
Provision at end of period	3,347	15,867

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Notes to the Financial Statements for the Year Ended 31 March 2022

Income and Expenditure Impact

	2022	2021
	£	£
Interest expense	91	422
Remeasurements – impact of any change in assumptions	(77)	543
Remeasurements – amendments to the contribution schedule	(8,519)	-
Contributions paid in respect of future services*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

Assumptions

	31 March 2022	31 March 2021	31 March 2020
	% per annum	% per annum	% per annum
Rate of discount	2.35	0.66	2.53

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Deficit Contributions Schedule

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31 March 2022	31 March 2021	31 March 2020
	(£s)	(£s)	(£s)
Year 1	1,219	4,015	3,898
Year 2	1,219	4,136	4,015
Year 3	1,016	4,260	4,136
Year 4	-	3,656	4,260
Year 5	-	-	3,656
Year 6	-	-	-
Year 7	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

Accounts

AGE CONCERN BROMLEY

TRADING AS AGE UK BROMLEY & GREENWICH

Annual Report and Financial Statements

Year Ended

31 March 2021

Charity No: 1060861

Company No: 03304510

AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
Annual Report and Financial Statements
Year Ended 31 March 2021

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AGE CONCERN BROMLEY
TRADING AS AGE UK BROMLEY & GREENWICH
(A Company Limited by Guarantee)

Reference and administrative details

Charity and Company Name: Age Concern Bromley trading as Age UK Bromley & Greenwich

Charity No: 1060861

Company No: 03304510

Registered Office: Community House
South Street
Bromley
Kent BR1 1RH

Board of Management

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Chair	Lorna Blackwood
Vice Chair	Christina Parry
Hon Treasurer	Thomas Pannett
	Gordon Hayward
	Yasmin Mashallah (Co-opted 29 th July 2021)
	Maria Muriel-Sanchez
	Morgan Vine

The Trustees do not receive remuneration for their contribution.

Key Management staff as at 31 March 2021

Mark Ellison	-	Chief Executive Officer and Company Secretary
Schola Muhoro	-	Deputy Chief Executive
Claire Rowberry	-	Finance Manager
Kasey Adeniji	-	Services Manager
Emily Ingrams	-	Health & Wellbeing Manager

Independent Auditors

Azets Audit Services
Greytown House
221/227 High Street
Orpington
Kent, BR6 0NZ

Bankers

Barclays Bank Plc
Beckenham Branch
3 Beckenham Road
Beckenham
Kent, BR3 4ES

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Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2021 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), effective 1 January 2015 as updated by Bulletin 1.

Our objectives and activities

The purpose of the charity is to:

- promote the welfare of older people, and
- promote the welfare of adults in and around the London boroughs of Bromley and Greenwich

Age UK Bromley & Greenwich believes that later life should be a fulfilling and enjoyable experience for all older people. The services and activities we provide are aimed at improving the quality of life and well-being and enabling independence.

In planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit – running a charity (PB2)'. The charity delivers its services through funded grants and contracts, charged services and donations. Access to our services is important to the charity and older people on low incomes are offered free welfare benefits check to ensure they are claiming benefits they may be entitled to.

During the year 2020-21 the Trustees have monitored organisational performance against our adopted organisational strategic aims.

- To maximise and diversify income streams by increasing social enterprise and voluntary income.
- To be embedded as a charity of choice in the minds of individual and corporate donors.
- To be the employer of choice for professionals involved in the support of older people.
- To increase awareness of the organisation and its offer.
- To review our range and quality of services
- To keep abreast of, and influence change.
- To contribute to local and national campaigns.

Achievements and performance

The organisation continues to operate in a difficult external environment. The acquisition and retention of funding remains problematic, and the organisation continues to work hard to secure the funding necessary for service delivery. Diversification of income remains a priority for the organisation.

In January 2021, we began working with Oxleas Mental Health Trust and Royal Borough of Greenwich on the Greenwich Frailty Pathway. We are providing a Care Navigation Service so older people referred by their GP can access voluntary sector, statutory and health services more easily.

We have recently expanded both our Take Home and Settle service, with the agreement of Age UK Lewisham and Southwark to cover Lewisham Hospital.

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The Bromley Well Services were extended for a further two-year period, and we continue to work with BTSE colleagues on providing primary and secondary intervention services for the borough.

Staff and volunteers worked exceptionally hard during lock down to ensure that the needs of older people were met during this particularly difficult period.

Covid 19

The ongoing Covid 19 pandemic continued to affect all our services during 2020-21. Our main offices remained closed to the public, and most of our face-to-face services remained only accessible online for most of the year. Our services supporting hospital discharge in both boroughs stayed open, and we were able to continue to provide take home and settle service, our sitting and handyperson services, as well as hospital care navigation. All staff involved in these services were provided with PPE.

As the first lockdown eased, we ensured that all our premises were Covid secure and staff were allowed to return to the office, working in Covid secure bubbles. We restarted our clip it service with appropriate covid protection. We were also able to start some befriending services outside and in small groups.

The second lockdown over Christmas resulted in us suspending services yet again. From the beginning of the year, we have now more fully reopened our face-to-face offer, and we hope to be able to continue this into the next part of the year.

Unfortunately, during this period it was decided to close our day opportunities services in both Bromley and Greenwich. Both services had been running at a deficit for several years, and given the changing face of day services, trustees felt that the organisation should look at other ways of providing this type of service. As part of our ongoing services development, staff will be looking at how best to cater for the needs of day service users.

The pandemic financially impacted the organisation as our paid for services were unable to operate for the most part of the year, however, we were able to continue our commissioned services by moving access online and over the phone. Our staff and volunteers were able to check on our most vulnerable clients providing welfare checks, emergency shopping and errand running. Trustees were aware that income is likely to be reduced due to the closure of services through this period. Due to our level of reserves the organisation remains in good financial health and is a going concern.

Bromley

We continued to work with our partners in Bromley Third Sector Enterprises (BTSE) on the Bromley Well contract. BTSE successfully changed from a Community Interest Company to an Incorporated Charitable Organisation. Four new independent trustees joined the board to provide increased scrutiny and independent governance to the charity. The Bromley Well contract is due for re tender in 2022 and partners will be working together to rebid for this important work.

Greenwich

Our Connecting Communities project allows us to provide information advice and guidance to older people in Greenwich whilst allowing for referral to other specialist advice agencies.

We have been able to expand our befriending services with further funding from Royal Borough of Greenwich

Our Take Home and Settle service continued throughout the year and proved very successful.

Information, Advice and Guidance

Our Information & Advice Service offers free, impartial, and confidential specialist advice on a wide range of issues that affect people in later life, their families, and carers across the Bromley & Greenwich Boroughs. Our team advisors and volunteers are committed to making sure that older people in both Boroughs have easy access to quality information and advice and provide this via the telephone and face-to-face channels.

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This year the information and advice team and form completion service has made contact with 11,000 clients and received 2,530 referrals. The top five areas of support were for: Benefits, Community Care, Consumer, Health Conditions, and Money advice. From March 2020, the service adjusted delivery due to the Covid 19 pandemic. As we were unable to provide face to face support for most of the year, the team provide remote based assistance, including telephone/ online(zoom) based support.

Forms Completion Service

The Form Completion Service works with trained volunteers to provide assistance to people to enable them to complete a range of benefit claim forms. Referrals to the service are made from organisations all over the borough of Bromley, including the Bromley Dementia Support Hub, the Integrated Care Navigators Team, Hospital Link workers, social services, Community Mental Health teams and Bromley Well Single Point of Access. Clients may also self-refer to the service.

From March 2020, the service adjusted its delivery as a result of the Covid 19 pandemic. The team provided a combination of face-to-face support and remote telephone-based support. The service had 46 active volunteers during the year, who provided a total of 1,103 volunteer hours during the year. The service helped clients with to complete 468 forms during the year, including 158 Attendance Allowance claims and 178 PIP claims.

53 Mandatory reconsiderations and 79 other various forms (UC50/ ESA50/ Benefit forms). The funds brought into Bromley borough by these claims amounts to an average of £28K per week, plus lump sums received totalled £321,285K, which equates to just over £1.75 million during the year.

100% of clients surveyed in each quarter were happy with the service they received.

Bromley Dementia Support Hub

Age UK Bromley and Greenwich in partnership with Mind Care Dementia Support (part of Bromley, Lewisham & Greenwich Mind) and Oxleas NHS Foundation Trust was successful in the recommissioning of the Bromley Dementia Hub service. The new contract is for an initial 5-year term.

The Hub provides vital support to people living with dementia and their carers across the London Borough of Bromley. Last year the service supported more than 1,000 people.

The Hub now offers specialist support in the following areas:

- Dementia information and advice after people receive a diagnosis.
- Individual person-centred support to address people's social and practical issues.
- Group and individual coaching sessions for carers
- Dementia support for Extra Care Housing schemes in Bromley
- Dementia training for health and social care staff and the public.
- Befriending- provided by trained and DVS checked volunteers.
- Young Onset Dementia (individual/ group/ peer to peer support)

Our staff provided remote support to clients during the coronavirus outbreak. This included offering online and telephone support / befriending and emotional support for clients and carers, and group activities via zoom. Our staff established a new online carers support group which was very well received by this particularly vulnerable group during the UK's lockdown.

Take Home and Settle (THAS)

Bromley – The service completed 363 jobs throughout 2020/21. Due to the unprecedented pressure on hospital services throughout the Covid 19 pandemic our service was more valuable than ever. Our assistants can collect patients from hospital in 30 minutes or less rather than patients waiting for hospital transport. This provides a better experience for patients and eases the pressure on hospital staff and services. The Take

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Home and Settle assistants are also able to offer an emergency shop for patients requiring essential food items on discharge. As well as providing a comfortable and direct journey home, the assistants are able to 'settle' patients in at home.

This may involve making a cup of tea, switching on the heating, and clearing potential trip hazards. This is often appreciated by patients returning from a lengthy or unexpected stay in hospital.

Due to the pandemic, Age UK national provided the service with Winter Pressures funding to allow us to offer equipment and medication deliveries. This was in high-demand and facilitated quicker discharges for patients.

To minimise the spread of the virus, the service is unable to transport patients who are Covid 19 positive. However, with the addition of the medication and equipment deliveries we were able to support more patients than the previous year.

Greenwich - The service supports patients being discharged from hospital, enabling early discharge, and offering a short-term hospital aftercare service to minimise readmission rates. Within the THAS service, we also offer an equipment delivery service, this too supports patients being discharged home from hospital early. During the year we supported 221 THAS clients, including 663 equipment deliveries, totalling 884 clients supported.

Hospital Aftercare Service (HAS)

HAS aims to support clients to work towards self-selected goals, supporting them to regain their confidence and independence following a stay in hospital. We do this by matching the client with a volunteer for up to 6 weeks. Together, they work on the clients identified goal which is monitored regularly.

The last year has seen challenges to the way we provide our service due to Covid 19, but we have adapted our service where possible to continue providing support. A flexible, individual approach has been essential to ensure we can reach and support the clients who really need it. Clients have been supported with shopping, emotional support, information and advice, telephone and face to face befriending, confidence building, prescription collection and referring to other organisations. We supported 62 clients throughout the year.

Long-Term Health Conditions Service

This service provides in depth practical and lifestyle support for people living with long term health conditions. One of the highlights from our programme of activities is our 'Health and Wellbeing Workshop' which is usually delivered face-to-face in the local community. The Long-Term Health Conditions Team adapted well to the difficult limitations Covid 19 restrictions had on the service. This included our Lifestyle Coordinator "going digital" by recording and uploading the workshop online. This meant that the workshop could be accessed and enjoyed by our clients in the safety of their own homes.

In the year 2020/21, 249 new clients were referred to the service. Throughout the year, 8 self-management courses were delivered with a total of 70 attendees. Despite the challenges faced due to the Covid-19 restrictions the team were able to offer lifestyle support on 494 occasions.

'The workshops helped me to look at things that I could be doing to improve my health & wellbeing and also encouraged me to attend other virtual courses during lockdown'

Handyperson Service

The Handyperson Service continues to support older people with mild frailty and other vulnerable adult residents of Bromley, who live in the community or are being discharged from hospital.

During the year 2020/2021 the service was able to continue to support service-users during the Covid 19 pandemic when hospital admissions were incredibly high. The Handyperson Service completed 807 jobs including the installation of 388 key safes allowing health and social care professionals to access clients' homes quickly and safely. More than half of referrals for key safes came from hospital staff and were essential to facilitate a safe and timely discharge. Room clearances continue to be highly requested to create space for

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hospital equipment and/or to clear trip hazards. Grab rail/stair rail installations accounted for 188 of our activity to help improve mobility, safety and to prevent trips and falls. The team work flexibly and are often able to accommodate other requests when required. The team have carried out other minor works such as changing light bulbs, assembly of flat pack furniture and the fixing of doorbells.

As well as receiving referrals from health care professionals, the Handyperson Service offers a paid for service for those not referred for the free service.

Sitting Service

This CQC regulated service has enabled 25 people to receive up to 24-hour support from our post discharge sitting service in 2020/21. This is an essential service to provide reassurance, supervision, and support to those that require it following discharge. The service has supported vulnerable adults and mildly frail older people who live alone in the community and do not have alternative help on their discharge from hospital. The staff support the client to regain confidence and independence in their own home as well as offering companionship. During the Covid 19 pandemic the Sitting staff completed various essential training and testing to ensure that they were operating safely. Unfortunately, the Sitting Service were unable to accept referrals for Covid 19 positive clients. This has impacted our activity particularly during periods of high infection rates.

"This was a wonderful service that helped immensely by sitting with my 93-year mum overnight after being discharged from hospital after a month. The carer was wonderful. Many thanks. Good communication from the office too"

Clip It

The Clip it service has provided nail cutting services to 850 clients this year, despite repeated lockdowns and the constraints of the Covid 19 pandemic. We have during this period made continuous improvements against CQC regulations and standards, enhancing our staff training package, providing excellent client care, and upgrading our risk assessments to ensure high safety and infection control standards across the board.

We are pleased to report that we have secured a vast amount of PPE supplies and have had no instances of either staff or clients becoming ill with Covid 19 due to their interaction with the Clip it service. Clip it Assistants and the Services Administrators have ensured that clients continue to receive a person-centred high-quality service, that not only focusses on high quality footcare, but also ensures clients are safe and adequately supported in many other areas of their lives.

Client feedback surveys showed that 92% of clients felt they were treated in a courteous and friendly manner by our Clip it team and 54% of clients gave an overall rating of the service as Excellent. Since resumption of the service, as Covid restrictions ease, we have seen a high influx of referrals, an average of 45-50 new clients being registered each month.

It has been a challenging year but there have been many improvements and achievements and we look forward to even more positive year ahead.

Greenwich Befriending Service

Our service offers a vital lifeline to older residents of the borough who are experiencing loneliness and social isolation, or who seek to widen their social circle. The service offers companionship and support through one-to-one home visits, telephone befriending, and in social hubs, and is delivered by a team of committed volunteers.

During the last year, the Covid 19 pandemic has placed enormous pressure on the whole community and in particular, older people. Following Government guidance, our friendship hubs and home visits were suspended - however, as a result of Covid contingency planning, all our clients have accessed regular one-to-one befriending telephone calls. We have managed an uninterrupted service to clients and have continued to expand and welcome new referrals. We have worked closely with colleagues and services within the

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organisation, and local community organisations, to enable signposting, support, and appropriate responses to client need. We also work in close partnership with Royal Greenwich Borough and Greenwich Community hub. We currently have firm plans in place for the full resumption of face-to-face services as soon as safety allows.

During the year, Greenwich befriending received 113 referrals via I&A and a range of outside agencies. 58 befriending volunteers provided regular telephone calls to 75 clients. All our friendship hub clients were offered

telephone befriending. The regular hub volunteers provided weekly calls to 14 members who requested this, and the co-ordinator stays in touch with a further 12 hub members. In addition, 16 referred clients have specifically requested home visiting for the future as they cannot comfortably manage telephone calls. More volunteers continue to come on stream as members of the local community have come forward to provide friendship to our clients and help reduce loneliness – something we are all more aware of than ever.

During the Summer, the service provided “busy bags” to clients, kindly donated by local group CraftA. In the run up to Christmas, children and young people’s art group Art-K made cheery cards and we received generous donations of gifts for clients from the local community, our Age UKB&G face mask crafters project, and Beckenham Quilters via Bromley Befriending.

In March, Greenwich Befriending received a “Census Champions” certificate from the ONS for partnership work with the Census Support Officer for the borough to facilitate general and individual support for clients with completing the 2021 census.

As a result of our expanded service, the Services Manager successfully bid for further co-ordinator hours and our funders, Royal Greenwich Borough, have been positive in supporting our work.

Bromley Befriending

Despite a difficult year and the necessary suspension of our key support pathways the befriending team, supported by our volunteers, continued to offer a vital lifeline to the older residents of Bromley via the telephone. Volunteers provided 2,737 individual companionship calls, and the team processed more than 200 referral requests for support. Older people who were shielding and those separated from their families, friends, and support networks were given regular support calls from a volunteer. Relationships were built and the support calls became the new normal. Volunteers encouraged and assisted their clients to problem solve, explore new methods of communication such as social media and face time, attending groups in a virtual setting or vintage letter writing. The volunteers were patient, offered help and advice as appropriate, coped with a decline in mental health and listened to the bereaved. They encouraged sleep, good nutrition, hydration, and activity. The greatest skill they gave was their reliability, their time, and the ability to listen. This enhanced the motivation of their client to continue and maintain relationships and remain connected with the outside world.

Adult Carers Support Service

The service was able to get a final newsletter out to all carers on their mailing list who were not on e-mail shortly before the government announced that everyone should work from home. The following weeks involved encouraging all carers to subscribe to electronic newsletters via e-mail and wellbeing telephone calls to those did not have access to e-mail.

The small team of two full-time and two part-time members of staff spent the next year supporting unpaid carers mostly online and via the telephone. 587 carers were supported on a one-to-one basis, with 297 new carers being referred into the service.

The Adult Carers team:

- Made over 1601 telephone calls to carers

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- Sent over 796 individual e-mails to carers
- Sent over 95 individual text messages to carers
- Posted over 184 individual letters to carers
- Sent out 236 Emergency Cards (which enabled carers to prove they were a carer to access priority shopping hours)
- Sent 36 E-bulletins out to over 550 subscribers (made up of carers registered with the service, carers not registered with the service and professionals)
- Sent out 4 newsletters in the post to those carers without e-mail access
- Delivered 61 online support events
- Created a WhatsApp group for carers (now with over 50 members)
- Created a private Facebook group for carers (now with over 50 members)
- Obtained over £3,600 for carers through the Carers Trust Emergency Grant scheme

In addition to the 587 carers that were supported on a one-to-one basis, the team also supported over 360 carers in group settings, which meant that the team were able to meet with carers that would not ordinarily be able to attend face-to-face events due to not being able to leave the person they care for.

The Adult Carers Newsletter E-bulletins were particularly popular and useful, and included information such as:

- Food companies delivering to Bromley postcodes
- Things to do indoors
- Updates on local services and organisations
- COVID Vaccination information

Volunteering

We wanted to take this opportunity to thank all our volunteers who rose to the challenge and continued to support us with whatever help they could give, whilst dealing with the impact that the pandemic made on their own lives. All your help, support and dedication has touched every one of our client's lives immeasurably. During the year we had:

269 volunteers

11,584 volunteer support hours

125 offers of help from existing volunteers.

100 plus offers from the wider community.

Over 100 books donated by a volunteer.

80 plus hampers and shopping bags made up and delivered across Bromley and Greenwich.

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2021 which are also prepared to meet the requirements for a director's report and account for Companies Act purposes.

Financial review

The financial statements cover the activities of Age UK Bromley & Greenwich. Income for the year £2,133,438 (2020: £2,335,334) and expenditure £2,202,886 (2019: £2,311,120). There was an operating deficit during the year of £69,448 (2020: £24,214 surplus).

Total reserves at 31 March 2021 are £2,648,168 (2020: £2,714,683) of which the Trustees have designated £1,469,034 (2020: £1,405,200) for future use and general unrestricted reserves of £1,080,428 (2020: £1,262,931).

Income

Age UK Bromley & Greenwich is very grateful to the commissioners of services, individuals and organisations that made donations to support our work with and for older people. The income for charitable activities totalling

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£1,395,321 covering information, advice and guidance, day opportunities, health & wellbeing and home support was mainly from contracts and grants. The legacy and donation income was £85,893 compared to £128,454 in the previous year (2020). This included legacies worth £69,848. We are grateful to all those who remembered the charity in their will. The income from legacies will be used supporting the services of the organisation. The housing income was from the flat rental income, below market rent paid by our four tenants.

The value of the generous donation of the volunteers' time is not incorporated into the financial statements. If it were, it would be a significant sum.

Expenditure

Total expenditure was £2,202,886 compared to £2,311,120 in the previous year (2020). The main expenditure was employment costs of £1,835,591 (2020: £1,832,286). The cost of raising funds was £20,951 (2020: £36,144) and careful control was maintained on administrative costs.

The balance sheet demonstrates that the financial position overall is satisfactory for the time being given the low interest rates and the Trustees are satisfied with the performance of the organisation for the year.

Reserves

Age UK Bromley & Greenwich maintains reserves to cover the impact of unforeseen events, to meet its financial obligations, and to set aside funds for future development or to meet future commitments. The Trustees have agreed a framework for determining the minimum level of reserves considered necessary to safeguard the charity's solvency. It defines a minimum level of reserves which should be maintained as well as what specific reserves are available to fulfil this requirement. The calculation is based upon the charity's financial position and outlook, taking into account estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

The Trustees aim to hold approximately six months operating costs of £1,080,000 (2020: £1,250,000), and these are held within the general unrestricted funds to meet these requirements. Unrestricted general funds at 31 March 2021 are £1,080,428 (2020: £1,262,931). The designated funds total £1,469,034 (2020: £1,405,200) and restricted funds £114,573 (2020: £65,352) is as stated in the Statement of Financial Activities and Balance Sheet pages 17 & 19.

Investments

Under the Memorandum and Articles of Association, the charity has the power to invest funds not immediately required for its own purposes, in any way the Trustees see fit. The Trustees have adopted a cautious approach to decisions about investing the Charity's funds which is "low – medium risk" in the management of the Charity's assets, spreading the risk across more than one investment provider where funds invested in markets that are closely regulated and are covered under the Financial Services Compensation Scheme. The organisation has historically operated with a positive cash balance that has earned interest from its deposit account with Barclays Bank plc. Funds which are not immediately required have been placed in a portfolio of six months, one- or two-year fixed interest rate bonds from a variety of providers maturing at different times during a 12-month cycle.

The invested funds achieved an income of £20,885 (2020: £27,621).

Fundraising

Age UK Bromley & Greenwich does not employ any professional fundraisers to fund raise on its behalf, but all staff members and any volunteers involved in fundraising activities are trained in accordance with recognised standards so as to ensure that the public, including vulnerable people, are protected from unreasonable or intrusive approaches. Age UK Bromley & Greenwich has not received any complaints about its fund-raising activities

Plans for the future

Our three-year strategic period ended in March 2021, and in April 2021, the Trustees adopted a new three-year strategic plan. During this period the organisation will work towards the following strategic aims:

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- 1) To continue to provide quality services which meet the needs of older people.
- 2) To maximise income and ensure value for money in the provision of services
- 3) We will encourage and support independence and wellbeing for people in their later lives. We will increase access for all sections of the community who would benefit from our support.

Performance against the new plan will be reviewed quarterly at Trustees meetings.

We will work with our partners in BTSE to ensure the continued success of the Bromley Well project. The contract was extended in October 2020 for a further period of two years. We will work with our BTSE partners on the retendering process which is due to begin in September 2021.

We will continue work closely with the health service in both boroughs to ensure that older people's needs are represented at the highest level.

We will look to work more closely with CCG in Greenwich to embed our new hospital discharge service, and work with them on other related projects.

We will continue to diversify our income streams and work towards ongoing financial sustainability to meet the challenges and opportunities in the year ahead.

We have engaged Bates Wells & Braithwaite London LLP to look at our governing documents, to ensure that they are in line with the strategic objectives of the Charity, and that the correct documents are filed at Companies House and with the Charity Commission.

Directors and Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are as follows:

Lorna Blackwood	Chair – From 23 rd March 2021
Lynda Stimson	Chair – Resigned 23 rd March 2021
Christina Parry	Vice Chair
Thomas Pannett	Hon. Treasurer
Angela Blackwood	Resigned 28 th July 2020
Gordon Hayward	
Margaret Lewis	Resigned 24 th November 2020
Judy Lyons	Resigned 7 th July 2021
Yasmin Mashallah	Co-opted 29 th July 2021
Maria Muriel-Sanchez	
Morgan Vine	

Key Management Personnel

Chief Executive	Mark Ellison
Deputy Chief Executive	Schola Muhoro
Finance Manager	Claire Rowberry
Services Manager	Kasey Adeniji
Health & Wellbeing Manager	Emily Ingrams (to April 2021)
Health & Wellbeing Manager	Katie Roff (from May 2021)

Structure, governance, and management

Age UK Bromley & Greenwich is an independent charity, responsible for its own governance and funding. Age UK Bromley & Greenwich operates a wholly owned subsidiary company Age UK South East London Trading Ltd. Age UK Bromley & Greenwich is a partner of the national charity Age UK and works with the network of local Age UKs across the country to promote the wellbeing of people in later life contributing to national and regional campaigns and campaign on issues that impact older people locally.

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Trustees' Annual Report

Age UK Bromley & Greenwich is the leading specialist agency working with all older people across the two boroughs. It has a strong reputation locally and regionally for providing person-centred, quality, and innovative preventative services. The Board of Trustees is responsible for the governance of the charity and takes decisions regarding policy and approves strategic actions undertaken by the organisation. The Trustees meet six times in the year and do not receive remuneration for their involvement.

Trustees are elected at the Annual General Meeting (AGM) by the members in accordance with the Articles of Association. Elections take place at least once every three years and Trustees may serve for a maximum of six consecutive years. Honorary Officers are appointed by the Trustees at their first meeting following the AGM and may continue beyond six years save that the Chair may serve for up to a maximum of nine consecutive years.

The Trustees have the power to co-opt during the year providing the number of co-optees does not exceed one third of the total number of elected Trustees. The Trustees regularly review the composition of the Board and where necessary, identify suitable persons to co-opt to enhance or strengthen its skills and experience to discharge its responsibilities. Trustees, who are co-opted during the year by the Trustees, are eligible to stand for election at the next AGM.

Following election or co-option, Trustees have an induction programme to familiarise themselves with staff and services, a copy of the Trustees Handbook covering their legal obligations under charity and company law, the work of the charity, duties, and responsibilities as a member of the Board of Trustees.

The management function of the charity and subsidiary company is delegated to the Chief Executive who ensures that the Trustees are well briefed and reports to the Board at meetings.

The Trustees do not receive remuneration or other benefit from their work with Age UK Bromley & Greenwich. Any connection between a Trustee of the charity must be disclosed to the Board and recorded in the same way as any other contractual relationship with a related party. In the year ending 31st March 2021 no such related party transactions were recorded.

The Trustees agree the Chief Executive remuneration and periodically compare it to external benchmarks related to posts with similar duties and responsibilities. The Chief Executive is responsible for reviewing the remuneration of other key management personnel, Deputy Chief Executive, Finance Manager, Health & Wellbeing Manager, and Services Manager and other staff, based on their responsibilities and performance and informs the Trustees of any significant changes. The Trustees review the RPI index and consider whether or not to award any cost-of-living increases.

Risk management

The Trustees regularly review risks faced by the Charity and its subsidiary undertakings and a Risk Register is maintained and annually reviewed. The risk register covers key areas in the management of financial and non financial risks to the charity. The risks are identified, steps taken to mitigate those risks or minimise any potential impact. These areas include:

- Financial risks
- Business and service delivery risks
- Governance risk
- Organisational risks

The key risks identified that ranked highest in terms of potential impact on the charity are: The impact of Covid 19 on paid for services, lack of funding, loss of key staff and maintaining good reputational standing.

Trustees keep the income of the Charity under review and receive monthly management accounts and other financial statements. A funding/income generation strategy has been developed together with social enterprise activities. As the Charity shares the Age UK brand with other local Age UKs and the national partner Age UK through the Brand Partnership Agreement, it is outside the 'gift' of the Trustees alone to mitigate all aspects to reputational risk.

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Trustees' Annual Report

Trustees' responsibilities in relation to the financial statements

The Trustees (who are directors for the purpose of the company) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the auditors

We, the directors of the company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Lorna Blackwood - Chair

Date: 21st September 2021

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Report of the Independent Auditors to the Members of Age Concern Bromley

Opinion

We have audited the financial statements of Age Concern Bromley (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2021 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.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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 Trustees Annual Report, other than the financial statements and our auditor's 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.

Opinions 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 and the incorporated Strategic Report prepared for the purpose of company law for the financial year for which the financial statements are prepared is

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Report of the Independent Auditors to the Members of Age Concern Bromley

- consistent with the financial statements; and
- the Trustees' Report and the incorporated Strategic Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 14, 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.

Auditor's responsibilities for the audit of the financial statements

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

Extent to which the audit was considered capable of detecting irregularities, including fraud (continued)

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

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- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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Report of the Independent Auditors to the Members of Age Concern Bromley

Use of our report

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

Azets Audit Services Limited

Michelle Wilkes FCA
Senior Statutory Auditor
For and on behalf of Azets Audit Services,
Greytown House
221-227 High Street
Orpington
Kent BR6 0NZ
Date: 12 November 2021

AGE CONCERN BROMLEY
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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
INCOME FROM:					
Donations and legacies	2	187,758	519,144	706,902	605,387
Charitable activities	3	1,259,500	135,821	1,395,321	1,667,589
Other trading activities	4	10,330	-	10,330	34,737
Investments	5	20,885	-	20,885	27,621
TOTAL INCOME		1,478,473	654,965	2,133,438	2,335,334
EXPENDITURE ON:					
Raising funds		20,951	-	20,951	36,144
Charitable activities		1,576,191	605,744	2,181,935	2,274,976
TOTAL EXPENDITURE	6	1,597,142	605,744	2,202,886	2,311,120
Net (expenditure) / income before gains/(losses) on pension scheme		(118,669)	49,221	(69,448)	24,214
Gains on pension scheme	25	2,933	-	2,933	4,007
NET MOVEMENT IN FUNDS		(115,736)	49,221	(66,515)	28,221
TOTAL FUNDS BROUGHT FORWARD		2,649,331	65,352	2,714,683	2,686,462
TOTAL FUNDS CARRIED FORWARD		2,533,595	114,573	2,648,168	2,714,683

All amounts relate to continuing activities.

The notes on pages 21 to 38 form part of these statutory financial statements

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Statement of Financial Activities (Incorporating the Income & Expenditure Account)
for the Year Ended 31 March 2021

Comparative year information Year Ended 31 March 2020	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £
INCOME FROM:				
Donations and legacies	2	156,618	448,769	605,387
Charitable activities	3	1,395,957	271,632	1,667,589
Other trading activities	4	34,737	-	34,737
Investments	5	27,621	-	27,621
TOTAL INCOME		1,614,933	720,401	2,335,334
EXPENDITURE ON:				
Raising funds		36,144	-	36,144
Charitable activities		1,601,806	673,170	2,274,976
TOTAL EXPENDITURE	6	1,637,950	673,170	2,311,120
Net (expenditure) / income before gains/(losses) on pension scheme		(23,017)	47,231	24,214
Gains / (losses) on pension scheme	25	4,007	-	4,007
NET MOVEMENT IN FUNDS		(19,010)	47,231	28,221
TOTAL FUNDS BROUGHT FORWARD		2,668,341	18,121	2,686,462
TOTAL FUNDS CARRIED FORWARD		2,649,331	65,352	2,714,683

AGE CONCERN BROMLEY
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(A Company Limited by Guarantee – Company Registration Number 3304510)

Balance Sheet as at 31 March 2021

	Note	Total 2021 £	Total 2020 £
FIXED ASSETS			
Tangible fixed assets	11	125,635	130,031
Investment in trading subsidiary	12	2	2
Fixed asset investments	13	1,375,378	1,468,743
		1,501,015	1,598,776
CURRENT ASSETS			
Current asset investments	14	426,635	428,334
Debtors	15	411,441	451,238
Cash at bank and in hand		363,826	312,292
		1,201,902	1,191,864
CREDITORS: amounts falling due within one year	16	38,882	57,157
NET CURRENT ASSETS		1,163,020	1,134,707
Provisions for liabilities and charge	25	15,867	18,800
NET ASSETS		2,648,168	2,714,683
FUNDS			
General unrestricted funds		1,080,428	1,262,931
Restricted funds	18	114,573	65,352
Designated funds	19	1,469,034	1,405,200
Unrestricted pension funds	25	(15,867)	(18,800)
	17	2,648,168	2,714,683

The financial statements were approved by the Board of Trustees on the 21st September 2021 and signed on their behalf by:

L M Blackwood

Lorna Blackwood – Chair

C Parry

Christina Parry – Vice Chair

The notes on pages 21 to 38 form part of these statutory financial statements.

AGE CONCERN BROMLEY
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Notes to the Financial Statements for the Year Ended 31 March 2021

	Note	2021 £	2020 £
CASH FLOW FROM OPERATING ACTIVITIES	24	(64,415)	(148,502)
NET CASH FLOW FROM OPERATING ACTIVITIES		(64,415)	(148,502)
CASH FLOW FROM INVESTING ACTIVITIES			
Payments to acquire investments		(260,775)	(669,809)
Receipts from maturing investments		355,839	520,307
Interest received		20,884	27,610
Dividends received		1	11
NET CASH FLOW FROM INVESTING ACTIVITIES		115,949	(121,881)
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		51,534	(270,383)
CASH AND CASH EQUIVALENTS AT 1ST APRIL 2020		312,292	582,675
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2021		363,826	312,292
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		363,826	312,292
CASH AND CASH EQUIVALENTS AT 31ST MARCH 2021		363,826	312,292

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Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparation

Age Concern Bromley (trading as Age UK Bromley & Greenwich) is a company limited by guarantee registered in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are to promote the welfare of older people and adults in any manner which now or hereafter may be deemed by law charitable in and around the London Borough of Bromley and the Royal Borough of Greenwich.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom (FRS 102), the Charities Act 2011, and UK Generally Accepted Practice as it applies from 1 January 2015 as updated for Bulletin 1 & 2.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

In the opinion of the Trustees, the Charity and its subsidiary undertaking comprise a small group. The Charity has applied the exemption provided by S.398 of the Companies Act 2006 and has not prepared consolidated financial statements.

The Charity has also applied the exemption conferred by FRS102 paragraph 9 on the grounds that the subsidiary undertaking, Age UK South East London Trading Limited, results are not material to the group. The results of the subsidiary undertaking are adequately disclosed in the financial statements.

Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

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.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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Notes to the Financial Statements for the Year Ended 31 March 2021

Income recognition

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

The charity receives government grants in respect of the coronavirus job retention scheme grant. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned through holding bonds and fixed deposits for investment purposes. It includes dividends.

Other income includes any gains on disposals of tangible fixed assets.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes cost of goods purchased and costs of running events.
- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them; and
- Other expenditure represents those items not falling into the categories above.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

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Notes to the Financial Statements for the Year Ended 31 March 2021

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include costs relating to management, governance, human resources, information technology, finance, and premises and office costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises and office costs have been allocated on a desk space basis, human resources and information technology on a headcount basis and other overheads have been allocated on a proportionate basis.

Tangible Fixed Assets

Tangible fixed assets are stated at cost or valuation less accumulated depreciation and accumulated impairment losses.

Purchases of assets of value £1,000 and over are capitalised. Depreciation is provided on all capitalised assets at rates estimated to write off the cost less estimated residual value, of each asset over its expected useful life as follows:

Buildings	- 2% straight line
Furniture	- 25% straight line
Equipment/computers	- 33.33% straight line
Motor vehicle	- 25% straight line

Investments

Investments held as fixed and current assets are stated at fair value which is normally the cost less any transaction costs. Realised gains and losses on the sale of investments are included in the Statement of Financial Activities.

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than three months.

Fixed asset investments are investments with a maturity of more than three months.

Leased Assets

All leases are treated as operating leases. Their annual rentals are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension cost

The charity operates a defined contribution plan makes payments to individual pension schemes in accordance with their contract of employment.

A number of employees belong to the Pension's Trust Growth Plan Series 4 Pension Scheme, which is a defined benefit scheme. As it is not possible to identify the charity's share of the underlying assets and liabilities in the scheme on a consistent and reasonable basis, contributions are charged to the

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Notes to the Financial Statements for the Year Ended 31 March 2021

income and expenditure account as they are paid. The charity also makes contributions to the scheme in relation to a deficit on a past employees' defined benefit scheme and in accordance with FRS 102 the charity recognises the present value of contributions payable.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation, and the physical condition of the assets. See note 11 for the carrying amount of the property plant and equipment, and the Tangible fixed assets accounting policy, above, for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key 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 financial year.

Bad debts

Trade debtors are regularly reviewed for recoverability, any debts which in the opinion of management are not recoverable are provided for as a specific bad debt.

There are no key assumptions concerning the future and other key 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 financial year.

Pensions

The present value of the pension's provision depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in the rate of discount, which is disclosed in note 25, will impact the carrying amount of the pension provision.

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Notes to the Financial Statements for the Year Ended 31 March 2021

2. INCOME FROM DONATIONS AND LEGACIES

	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Legacies	69,848	-	69,848	106,666
Donations	8,079	7,966	16,045	21,788
	77,927	7,966	85,893	128,454
Age UK	74,175	25,722	99,897	27,034
Age UK London Trading	-	-	-	15,391
Bromley CCG & London Borough of Bromley	-	276,583	276,583	381,302
Bromley Healthcare Charity	-	40,000	40,000	-
HMRC CJRS	-	153,156	153,156	7,801
London Borough of Bromley	22,500	14,391	36,891	-
Royal Borough of Greenwich	10,000	-	10,000	-
Other grants	3,156	1,326	4,482	45,405
	109,831	511,178	621,009	476,933
	187,758	519,144	706,902	605,387

3. INCOME FROM CHARITABLE ACTIVITIES

	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Information, Advice & Guidance:				
Local Authority contracts	-	38,000	38,000	38,000
Other contracts	15,721	-	15,721	15,554
	15,721	38,000	53,721	53,554
Day Opportunities:				
Local Authority contracts	-	-	-	185,455
Provision of Services	708	-	708	56,644
	708	-	708	242,099
Health & Wellbeing:				
NHS Contracts	64,356	-	64,356	70,069
Other Contracts	1,017,073	37,821	1,054,894	954,706
Activity fees	-	-	-	2,930
Provision of services	72,201	-	72,201	122,395
Local Authority contract	-	60,000	60,000	30,000
	1,153,630	97,821	1,251,451	1,180,100

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INCOME FROM CHARITABLE ACTIVITIES (continued)	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Home Support				
Provision of Services	68,972	-	68,972	168,516
	68,972	-	68,972	168,516
Housing				
Flat rental income	20,469	-	20,469	23,320
	20,469	-	20,469	23,320
	1,259,500	135,821	1,395,321	1,667,589

4. INCOME FROM OTHER TRADING ACTIVITIES

	2021 £	2020 £
Fundraising events and activities	-	622
Hire of premises	-	5,648
Sale of goods and services	10,330	28,467
	10,330	34,737

5. INVESTMENT INCOME

	2021 £	2020 £
Bank & Bond interest received	20,884	27,610
Dividend received	1	11
	20,885	27,621

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6. ANALYSIS OF EXPENDITURE

	Direct Costs £	Support Costs £	2021 Total Costs £	2020 Total Costs £
Charitable Activities:				
Information, Advice & Guidance	110,228	23,144	133,372	59,891
Day Opportunities	299,479	40,310	339,789	436,699
Health & Wellbeing	1,263,408	264,958	1,528,366	1,554,104
Home Support	145,911	21,619	167,530	206,205
Housing	11,235	1,643	12,878	18,077
	1,830,261	351,674	2,181,935	2,274,976
Raising Funds	574	20,377	20,951	36,144
	1,830,835	372,051	2,202,886	2,311,120

7. SUPPORT COSTS

	2021 £	2020 £
Support staff costs	156,886	176,779
Depreciation	4,396	4,470
Information technology	33,217	35,128
Premises costs	88,294	108,875
Office costs	68,891	70,871
Other support costs	12,027	57,129
Governance costs	8,340	10,156
	372,051	463,408

Support costs provide the organisational infrastructure that enables the charitable activities. They have been allocated on a per-capita basis of staff employed. Some staff work across several activities therefore the costs have been allocated in proportion to the percentage of the time spent on each activity.

8. GOVERNANCE COSTS

	2021 £	2020 £
Audit Fees	8,340	7,840
Trustee Meetings	-	2,316
	8,340	10,156

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9. NET MOVEMENT IN FUNDS

	2021	2020
	£	£
This is stated after charging:		
Depreciation	4,396	4,470
Audit fees	8,340	7,840
Trustees' professional indemnity insurance	804	804

10. EMPLOYEES

	2021	2020
	£	£
Staff costs consist of:		
Wages and salaries	1,671,702	1,656,410
Social security costs	111,565	120,812
Pension costs	40,864	39,919
Recruitment costs	11,460	15,145
	1,835,591	1,832,286
	2021	2020
Average Headcount	106	111
Full Time Equivalent	61	60

Staff costs for the year included redundancy costs of £34,827 (2019/20: Nil)

Key management staff included the Chief Executive, Deputy Chief Executive, Finance Manager, Services Manager, and Health & Wellbeing Manager posts. The total staff costs for key management staff during the year were £252,550 (2019/20: £240,462). One employee received remuneration of between £60,000 and £70,000 (2019/20: One)

No Trustee or any person connected to them received any remuneration in the year (2019/20: Nil).

No Trustee was reimbursed for expenses in the year (2019/20: £66).

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11. TANGIBLE ASSETS

	Freehold Property £	Furniture & Equipment £	Motor Vehicles £	Total £
Cost				
At 1 April 2020	180,605	79,897	11,027	271,529
Additions	-	-	-	-
Disposals	-	(4,189)	-	(4,189)
At 31 March 2021	180,605	75,708	11,027	267,340
Depreciation				
At 1 April 2020	52,497	77,974	11,027	141,498
Charge for the year	3,212	1,184	-	4,396
Released on disposal	-	(4,189)	-	(4,189)
At 31 March 2021	55,709	74,969	11,027	141,705
Net Book Value				
At 31 March 2020	128,108	1,923	-	130,031
At 31 March 2021	124,896	739	-	125,635

In 1982 Age UK Bromley & Greenwich paid a nominal £1 to Black Cap Investments Limited for a property in Chislehurst. The property is in the accounts as at its 1982 market value, plus the cost of refurbishment. In 2004 P K Soloman and Co, Chartered Surveyors valued the property at an open market value of £787,500.

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12. INVESTMENTS

	2021	2020
	£	£
Cost	2,000	2,000
Provisions	(1,998)	(1,998)
Net Book Value	2	2

Subsidiary undertakings

The principal undertaking in which the company's interest at the year end is 20% or more is as follows:

Subsidiary undertakings	Country of Incorporation or registration	Proportion of voting rights and ordinary share capital held	Nature of business
Age UK South East London Trading Limited	England	100%	Provider of general services

Age UK Bromley & Greenwich has a 100% shareholding in Age UK South East London Limited (Company Number: 02825905) in ordinary £1 shares.

A summary of the subsidiary's results for 2021 are shown below:

	2021	2020
	£	£
Turnover	-	30
Cost of sales	-	-
Administrative expenses	-	(15)
Profit for the financial year	-	15
Aggregated capital and reserves	2,019	2,019

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13. FIXED ASSET INVESTMENTS

	2021	2020
	£	£
Listed Investments*	987	987
Aldermore Bank	85,000	85,000
Cambridge Building Society	86,768	85,989
Charity Bank	78,977	77,966
Flagstone IM Deposit Accounts	780,000	694,075
Hampshire Trust Bank	85,000	85,000
Metro Bank	-	82,200
Nationwide Building Society	87,529	86,579
Secure Trust	-	91,248
Shawbrook Bank	84,629	93,211
United Trust Bank	86,488	86,488
	1,375,378	1,468,743

* The market value of the listed investments (Santander) as at 31 March 2021 is £233 (2020: £301)

14. CURRENT ASSET INVESTMENTS

	2021	2020
	£	£
Cambridge & Counties	87,341	86,343
CCLA COIF Charities Deposit	87,094	86,991
Flagstone IM Deposit Accounts	-	85,000
Metro Bank Deposit	82,200	-
Redwood Bank	85,000	85,000
Virgin Money	85,000	85,000
	426,635	428,334

15. DEBTORS

	2021	2020
	£	£
Sundry debtors and prepayments	340,828	391,911
Accrued income	70,613	59,327
	411,441	451,238

16. CREDITORS: amounts falling due within one year

	2021	2020
	£	£
Sundry creditors and accruals	38,882	57,157

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17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2021 £
Fixed assets	-	125,635	-	125,635
Investments	312,899	1,062,481	-	1,375,380
Current assets	806,411	280,918	114,573	1,201,902
Creditors due within one year	(38,882)	-	-	(38,882)
Pension debt	(15,867)	-	-	(15,867)
	1,064,561	1,469,034	114,573	2,648,168

Comparative year information
Year ended 31 March 2020

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2020 £
Fixed assets	-	130,031	-	130,031
Investments	522,710	946,035	-	1,468,745
Current assets	789,079	329,134	73,651	1,191,864
Creditors due within one year	(48,858)	-	(8,299)	(57,157)
Pension debt	(18,800)	-	-	(18,800)
	1,244,131	1,405,200	65,352	2,714,683

18. RESTRICTED FUNDS

	As at 1 April 2020 £	Income £	Expenditure £	As at 31 March 2021 £
Age UK: Covid Appeal Funding	-	25,722	25,722	-
Armed Forces Covenant Fund	5,434	-	5,434	-
Bromley Healthcare Charity	-	40,000	-	40,000
Dementia Choir	565	-	-	565
DWP: Access to Work	-	1,326	1,326	-
HMRC CJRS Grant	-	153,156	153,156	-
London Borough of Bromley: Innovation Fund	7,448	37,821	45,269	-
London Borough of Bromley: ICF & WCF	-	14,391	3,219	11,172
London Borough of Bromley & Bromley Clinical Commissioning Group:				
Bromley Dementia Hub	-	28,981	28,981	-
Care Navigation	5,436	192,492	194,311	3,617
End of Life Navigation	18,195	55,110	69,930	3,375
Mayor's Office for Policing and Crime	5,480	-	-	5,480
Plum Care	-	3,120	-	3,120
Royal Borough of Greenwich	10,472	98,000	64,499	43,973
The Royal British Legion	9,051	-	9,051	-
Small Donations: Memory Lane café	3,271	-	-	3,271
Small Donations: Men In Sheds	-	4,846	4,846	-
Total	65,352	654,965	605,744	114,573

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18. RESTRICTED FUNDS (continued)

Comparative year information Year ended 31 March 2020	As at 1 April 2019 £	Income £	Expenditure £	As at 31 March 2020 £
Armed Forces Covenant Fund	-	19,950	14,516	5,434
Dementia Choir	496	1,142	1,073	565
Greater London Authority	-	5,000	5,000	-
HMRC JRS Grant	-	7,801	7,801	-
London Borough of Bromley: Innovation Fund	-	18,177	10,729	7,448
London Borough of Bromley: Personal Budgets	-	16,421	16,421	-
London Borough of Bromley & Bromley Clinical Commissioning Group:				
Bromley Dementia Hub	-	115,923	115,923	-
Care Navigation	5,902	192,492	192,958	5,436
End of Life Navigation	10,182	72,886	64,873	18,195
Mayor's Office for Policing and Crime	-	5,480	-	5,480
Plum Care	-	3,060	3,060	-
Royal Borough of Greenwich SLA	-	237,034	226,562	10,472
The Royal British Legion	-	14,976	5,925	9,051
Small Donations: Memory Lane cafe	1,541	2,036	306	3,271
Small Donations: Men in Sheds	-	8,023	8,023	-
Total	18,121	720,401	673,170	65,352

Age UK: Covid Appeal Funding - funding of a pilot befriending project using new technology to reduce social isolation in older people.

Armed Forces Covenant Fund – Nepalese Gurkha Veterans project.

Bromley Healthcare Charity – To support the integration of the Care Navigators within the Proactive Care Pathway, through access to an instance of EMIS and the associated build and access required.

Dementia Choir – Donations were received towards the Dementia Choir in the London Borough of Bromley run in partnership with Bromley U3A.

DWP Access to Work – Funding for the provision of specialist equipment and adaptations.

Greater London Authority: Active Londoners Fund – Nepalese Gurkha Veterans 'Spring into summer' programme

HMRC CJRS Grant – Coronavirus job retention scheme grant.

London Borough of Bromley: Innovation Fund – Commissioned through Bromley Third Sector Enterprise, to increase capacity for the Handyperson service, and to provide a hospital frailty Care Navigator.

London Borough of Bromley: Infection Control Fund and Workforce Capacity Fund – To reduce risk of transmission of Covid 19, and to increase workforce capacity whilst employees self-isolate. Unspent funds will be returned during 21/22

London Borough of Bromley: Personal budgets - Day opportunities.

London Borough of Bromley and Bromley Clinical Commissioning Group: Bromley Dementia Hub – Funding for dementia advice and support for people diagnosed with dementia. The funding was awarded via Bromley & Lewisham Mind, lead partner.

London Borough of Bromley and Bromley Clinical Commissioning Group: Care Navigation – Funding awarded to deliver the Care Navigator element of the Integrated Care Model, providing non-medical

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advice and support for people receiving coordinated care. The balance of the funds c/f will be spent during 21/22.

London Borough of Bromley and Bromley Clinical Commissioning Group: End of Life Navigation – Commissioned through Bromley Third Sector Enterprise, and in partnership with St. Christopher's. Funding to support people with advanced illness and frailty who are BCC patients. The c/f funds will be spent during 21/22.

Mayor's Office for Policing and Crime – Safer in Greenwich programme for the Nepalese Gurkha Veterans project. The c/f funds will be spent during 21/22

Plum Care: Sponsorship towards the running of the Memory Lane Café and Memory Mates group.

Royal Borough of Greenwich: Day opportunities, befriending, and support to access mainstream and community services. A Workforce Capacity grant was awarded to increase capacity further for befriending in Greenwich for the next two years.

The Royal British Legion: Nepalese Gurkha Veterans project.

Small Donations – Donations made specifically to the Memory Lane Café and to the Men in Sheds project.

19. DESIGNATED FUNDS

	As at 1 April 2020	New Designations	Designations Released	As at 31 March 2021
Property Purchase and Refurbishment	523,966	-	9,990	513,976
Fixed Asset fund	130,031	-	4,396	125,635
Premises maintenance	169,826	-	7,327	162,499
Organisational Development and Sustainability	306,650	199,000	134,848	370,802
Project Development	243,283	62,050	41,035	264,298
Pension Trust Potential Employees Debt	31,444	380	-	31,824
Total	1,405,200	261,430	197,596	1,469,034

Designated funds have been set aside by the Trustees for specific future purposes:

Property Purchase and Refurbishment – to enable the Charity to purchase/refurbish a suitable freehold property to further its charitable strategic objectives.

Fixed Asset fund – these funds represent the net book value of fixed assets held by the Charity.

Premises maintenance – to meet the costs of maintaining the premises at Community House, Kingsdale House in the London Borough of Bromley and Sherard Road in the Royal Borough of Greenwich as set out in the terms of the Leases by the Landlords. In addition, Age UK Bromley & Greenwich own the freehold of the property at 85 High Street, Chislehurst and the fund is to make provision for essential investment in maintaining safe and satisfactory accommodation for our service users and a maintenance programme of the building and six flats occupied by older people.

Organisational Development and Sustainability – organisational development, in furtherance of the charity's strategic objectives.

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19. DESIGNATED FUNDS (continued)

Project Development – to respond to the development and funding of new social enterprise services to meet the needs of older people in London Borough of Bromley and the Royal Borough of Greenwich. Continuation of existing services and pilot projects.

Pensions Trust Potential Employees Debt – The estimated amount of employer debt payable in addition to the pension liability on withdrawal for Age UK Bromley & Greenwich been calculated as £31,824 (2020 £31,444)

Comparative year information Year ended 31 March 2020	As at 1 April 2019	New Designations	Designations Released	As at 31 March 2020
Property Purchase and Refurbishment	577,433	-	53,467	523,966
Fixed Asset fund	133,170	1,331	4,470	130,031
Premises maintenance	187,920	-	18,094	169,826
Organisational Development and Sustainability	292,052	109,600	95,002	306,650
Project Development	224,901	65,000	46,618	243,283
Pension Trust Potential Employees Debt	24,428	7,016	-	31,444
Total	1,439,904	182,947	217,651	1,405,200

20. LEASE COMMITMENTS

	2021 Land and Buildings £	2021 Vehicles £	2020 Land and Buildings £	2020 Vehicles £
Operating leases which expire:				
Within one year	28,626	4,564	37,936	25,440
Two to five years	88,782	-	96,027	87,338
More than five years	-	-	14,004	5,459
	117,408	4,564	147,967	118,237

21. SHARE CAPITAL

The company is limited by guarantee and has no share capital. The liability of its members is limited to £1 per member.

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22. TAXATION

Age UK Bromley & Greenwich is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

23. RELATED PARTY TRANSACTIONS

The charity has a leasehold interest in the offices at Community House in Bromley. The term of the lease is in excess of 5 years and the annual payment is £24,776. One Trustee is also a Trustee of Bromley Voluntary Sector Trust (BVST), who lease the premises to Age UK Bromley & Greenwich.

Age UK Bromley & Greenwich controls 100% of the issued share capital of Age UK South East London Trading Limited. Age UK South East London Trading Limited has an issued share capital of 2,000 £1 Ordinary shares.

24. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income	(66,515)	28,221
Payment to acquire fixed asset	-	(1,331)
Depreciation and impairment of tangible fixed assets	4,396	4,470
Investment income	(20,885)	(27,621)
(Increase)/Decrease in debtors	39,797	(149,255)
(Decrease)/Increase in creditors	(21,208)	(2,986)
Net cash flow from operating activities	(64,415)	(148,502)

25. PENSION

FRS102 – Section 28 Disclosures Report

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

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A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025:	£11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)
---------------------------------------	--

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025:	£12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2028:	£54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of provision

	2021	2020
	£	£
Present value of provision	15,867	18,800

Reconciliation of opening and closing provisions

	2021	2020
	£	£
Provision at start of period	18,800	22,807
Unwinding of the discount factor	422	288
Deficit contribution paid	(3,898)	(3,785)
Remeasurements – impact of any changes in assumptions	543	(510)
Provision at end of period	15,867	18,800

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Income and Expenditure Impact

	2021	2020
	£	£
Interest expense	422	288
Remeasurements – impact of any change in assumptions	543	(510)

Assumptions

	31 March 2021	31 March 2020	31 March 2019
	% per annum	% per annum	% per annum
Rate of discount	0.66	2.53	1.39

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Deficit Contributions Schedule

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31 March 2021	31 March 2020	31 March 2019
	(£s)	(£s)	(£s)
Year 1	4,015	3,898	3,785
Year 2	4,136	4,015	3,898
Year 3	4,260	4,136	4,015
Year 4	3,656	4,260	4,136
Year 5	-	3,656	4,260
Year 6	-	-	3,656
Year 7	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.