

AGE CONCERN WANDSWORTH

England & Wales · Charity number 1069406

Details

Other names AGE UK WANDSWORTH

Status Registered

Legal form Charitable company

Company number [03531311](#)

Registered 1998-05-01

Register [View on the Charity Commission register](#)

Contact

Address 549-551 Old York Road
Wandsworth
London
SW18 1TQ

Phone 02088778940

Email info@ageukwandsworth.org.uk

Website www.ageukwandsworth.org.uk

Activities

Objects: 1.1 THE OBJECTS OF THE CHARITY ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE WITHIN THE AREA OF BENEFIT:1.1.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE;1.1.2 ADVANCING EDUCATION;1.1.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL);1.1.4 PROMOTING EQUALITY AND DIVERSITY;1.1.5 PROMOTING THE HUMAN RIGHTS OF OLDER PEOPLE IN ACCORDANCE WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS;1.1.6 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, SOCIAL EXCLUSION, DISABILITY OR OTHER DISADVANTAGE; AND1.1.7 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE CHARITY TRUSTEES FROM TIME TO TIME DECIDE;THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.1.2 NOTHING IN THESE ARTICLES SHALL AUTHORISE AN APPLICATION OF THE CHARITY'S PROPERTY FOR PURPOSES WHICH ARE NOT CHARITABLE IN ACCORDANCE WITH SECTION 7 OF THE CHARITIES AND TRUSTEE INVESTMENT (SCOTLAND) ACT 2005 AND/OR SECTION 2 OF THE CHARITIES ACT (NORTHERN IRELAND) 2008.

Activities: Provision of a range of preventative services in the London Borough of Wandsworth, including information, advice and practical support at home. The charity operates from the shop at 549 Old York Road.

Classification

- **How:** Makes Grants To Individuals, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** IN AND AROUND THE LONDON BOROUGH OF WANDSWORTH
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,836,154	£1,648,752	£1,771,312	31
2024-03-31	£1,793,423	£1,555,432	£1,583,910	32
2023-03-31	£1,893,572	£1,531,595	£1,345,919	32
2022-03-31	£1,384,351	£1,048,773	£983,942	18
2021-03-31	£844,983	£669,286	£648,364	12

Trustees

Name	Role	Appointed
Tracy Cherrington	Chair	2023-09-27
Abby Leanne Minns		2024-11-06
Janet Robinson		2024-03-06
Jennifer Anne ALEXANDER		
Lara Sonola		2017-11-30
Lindi Mitchell		2025-03-26
Richard Anthony Vianello		2026-01-16
Richard Michael Berrange Smuts		2016-12-01
Shanna Pedersen		2024-11-06
Wing Ka Karrie Liu		2022-03-23

AGE CONCERN WANDSWORTH

England & Wales - Charity number 1069406

Accounts

AGE CONCERN WANDSWORTH

**(CHARITY NUMBER: 1069406)
(COMPANY NUMBER: 3531311)**

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

AGE CONCERN WANDSWORTH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Age Concern Wandsworth is a Registered Charity and a Company limited by Guarantee governed by its Memorandum and Articles of Association. The charity is known as Age UK Wandsworth.

Trustees

The trustees, who are also the Directors of the company, who have held office during the year are as follows: -

Tracy Cherrington	Chair (appointed November 2024)
Janet Turner	Treasurer (appointed November 2024)
Lara Sonola	(stood down as Co-Chair November 2024)
Jenny Alexander	(stood down as Co-Chair and Interim Treasurer November 2024)
	(resigned November 2024)
Phillip Francis	
Richard Smuts	
Kim Marshall	(resigned November 2024)
Karrie Liu	
Anisha Mistry	(appointed November 2024)
Abby Minns	(appointed November 2024)
Shanna Pedersen	(appointed March 2025)
Lindi Mitchell	

President	The Mayor of Wandsworth
CEO and Company Secretary	Natalie de Silva
Charity number	1069406
Company Number	3531311
Registered Office	549 Old York Road London SW18 1TQ
Auditors	Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL
Bankers	CAF BANK LTD HSBC Charity Bank

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

The trustees present their report together with the audited financial statements for the year ended 31 March 2025.

The financial statements comply with current statutory requirements, the memorandum and articles of association and Accounting and Reporting by Charities: Statement of Recommended Practice ('SORP') applicable to charities preparing their accounts in accordance with the Financial Reporting Statement applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Concern Wandsworth is an independent charity, responsible for its own policy, direction and funding. Operationally, the charity is now known as Age UK Wandsworth, after signing a Brand Partnership Agreement with the national charity Age UK and other local Age UKs in the network. However, the legal name remains Age Concern Wandsworth. Throughout the rest of this report, the trading name of Age UK Wandsworth is used.

Age UK Wandsworth is governed by a Board of Trustees. The Trustees are also Directors of the Company. Trustees are elected by members who are all Trustees at the Annual General Meeting.

The Board of Trustees aims to meet at least six times a year and is responsible for ensuring that the financial, legal and contractual requirements of the charity are met. It decides on the strategy and ensures that the organisation fulfils its objectives. The Board receives reports from the Finance and Resources Committee, which meets in the intervening months to oversee the finances and to consider personnel matters, such as remuneration. In 2024-25 a new sub-committee of the Board called the Operations and Quality Committee was established, the Policy and Finance Committee was renamed the Finance and Resources Committee and the Fundraising and Marketing Committee was renamed the Branding and Communications Committee.

The Board delegates day-to-day management and decision making of the charity to the Chief Executive, who works with the newly appointed executive team and the charity's staff team to ensure the smooth and effective running of the charity. The Chief Executive reports to the Chair and the Board.

Statement of Trustees' Responsibilities

The trustees (who are directors of Age UK Wandsworth for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accountancy Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in operation.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
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The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board conducts an annual risk assessment, in which major risks to the charity are identified and reviewed and systems and procedures to manage the risks are established and updated. Trustees receive reports from the Chief Executive and from other key personnel. In addition, Trustees review Age UK Wandsworth's portfolio of policies and procedures on a cyclical basis, as well as the introduction of new policies and procedure as appropriate.

All Trustees give their time voluntarily.

Trustee Recruitment and Induction

Trustees are recruited through a variety of methods, including targeted recruitment initiatives and professional recommendation. The Trustees endeavour to ensure that there is a balance of skills, gender, age and cultural backgrounds and that they are also representative of older people in Wandsworth.

New trustees are inducted by the Chief Executive, the Chair and more experienced trustees. They are also able to attend Trustee Induction programmes run by Age UK, where available.

Older People

Older People are at the centre of service planning and are involved in all aspects of the charity's strategic and operational management, including active Board of Trustee participation.

Equal Opportunities

Age UK Wandsworth is committed to the principle of equal opportunity in all aspects of its work from service delivery through to employment and management of its employees and volunteers.

Age UK Wandsworth also believes that all older people should receive services that meet their needs. As part of this commitment, it works to ensure that its own services and resources are relevant to the needs of older people and are perceived by those in need as relevant and accessible.

We have an Equity, Diversity and Inclusion (EDI) Policy to help ensure we are a truly inclusive organisation.

OBJECTIVES AND ACTIVITIES

Objects of the charity

The Objects for which Age UK Wandsworth is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Wandsworth:

- i. preventing or relieving the poverty of older people;
- ii. advancing education;
- iii. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- iv. promoting equality and diversity;
- v. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- vi. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
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The outcome of this being the promotion of the well-being of older people. All activities of Age UK Wandsworth are of a charitable purpose.

Mission

Age UK Wandsworth's mission statement is to develop a wide range of services that enable and enhance the independence and wellbeing of older people in Wandsworth.

Aims and objectives

The strategic plan, for 2023-2025, outlines the following aims and objectives:

1. To support older people in Wandsworth to live well in their homes and to participate in their community.
2. To promote positive ageing and raise awareness of the contribution that older people make to our community.
3. To ensure that older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs of older people and the external environment.

Ensuring our work delivers our aims and provides public benefit

We follow the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. Public benefits from our work includes older people in Wandsworth:

- Understanding their rights to financial assistance and protection
- Receiving information and support to manage emotional, physical and mental health issues
- Accessing befriending and group activities that reduce levels of loneliness and social isolation

Services

Age UK Wandsworth remains an autonomous, local organisation providing direct services to older people in response to local need and available funding. Age UK Wandsworth's strategy is to build on the services it currently offers, developing new strands of activity or expanding the services to reach more people in line with our strategic aims and objectives. Our activities are preventative and improve the quality of life of older people living in the borough of Wandsworth. By preventative services we mean:

- services that help to prevent or delay the need for more costly intensive interventions; and
- strategies and approaches that promote the quality of life of older people and their engagement with the wider community

The services we provided in 2024/25 for older people are detailed below. These services are available to all people over the age of 60 within the borough of Wandsworth.

Information and Advice

1. Our Information, Advice and Support Service offers free and confidential information and advice on benefits, money, social care and housing and local services for people over 60 and their carers. Information and advice is provided in the office, over the telephone, via email and through home visits. In addition, we continue to deliver a scams prevention and support service - delivering group scams awareness talks at venues throughout the borough and one-to-one support to clients who have been, or who are at risk of being scammed.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
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2. Crimes against Older People - co-ordination of a multi-agency forum to raise awareness of crimes against older people.
3. Better at Home - provides voluntary sector support to Wandsworth's Community Wards, a multi-disciplinary team supporting patients in their own homes to prevent hospital admissions.
4. Age UK Wandsworth has a small Amenity Fund and can distribute grants of up to £200 to older people in financial need.

Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their own homes to enable them to remain living independently at home and to maintain their health and well-being. These include:

5. The Be-a-Friend Service - matches volunteers with housebound older people to lessen the impact of social isolation. A telephone support service is also provided.
6. The Handyperson Service - undertakes falls prevention work and practical help with minor repairs in the home to assist those unable to carry out tasks for themselves. The service enables people to live independently and safely in their own homes.
7. Online Shopping Service - provides internet grocery shopping for those who do not have access to a computer and arranges shopping deliveries to the door through supermarket online services.
8. The Hospital Discharge Support service - provides volunteer support for up to six weeks when someone is discharged from hospital.
9. Befriending Plus Service - a befriending programme with additional weekly practical support provided by volunteers in conjunction with existing care packages, or as a preventative measure.

Additional Services

10. Gwynneth Morgan Day Centre - services for Wandsworth Council: a building-based day centre service for older residents and those with disabilities and dementia.
11. Community Engagement – this service started in April 2023 and includes contracts from Wandsworth Council called Digital Inclusion Technology and Age Well Central. The Digital element includes the provision of technology assistance to residents in libraries across the borough as well as care technology support in their homes, whilst the Age Well Central contract allows for the provision of activities, such as coffee mornings and exercise classes, with food offerings, in central Wandsworth.
12. Roehampton Community Shed - provides opportunities for socialising alongside practical projects, such as woodwork and furniture upcycling. In the last two years, there has also been a new focus on providing educational opportunities to address men's mental health.
13. Our Foot Clinic is now running once per month and meets the basic footcare needs of Wandsworth residents who are not entitled to free NHS footcare.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

Volunteer Involvement

Age UK Wandsworth depends extensively on the commitment of over 300 volunteers who play a vital role in every aspect of the organisation's work, including befriending, support in the home, office administration, and information and advice. Alongside paid staff, volunteers help us to deliver high-quality services.

ACHIEVEMENTS AND PERFORMANCE

Our key achievements in 2024/25 included:

- Benefit gains of £1,368,506 (compared to approximately £1,023,407 in 23/24) for clients advised by our Advice team
- 4,638 in-depth advice sessions delivered (compared to 2,456 in 23/24) and over 10,000 enquiries were responded to
- Over 2,000 activities delivered at the day centre to those with disabilities and dementia, which provides a subsidiary benefit of respite to unpaid carers
- 123 people matched to a volunteer befriender and over 5,500 befriending home visits to lonely, isolated older residents
- 2,292 handyperson visits and over 1,350 individual Wandsworth older residents supported with jobs to enable hospital discharge and independent living
- 334 frail, older residents supported with a safe, hospital discharge and subsequent after care
- 1,915 (compared to 1,585 in 23/24) online food shopping deliveries arranged for those unable to food shop for themselves
- Continuation funding secured for a third year for MCST (Maintenance Cognitive Stimulation Therapy) in direct response to residents' needs for further dementia support
- Winner of the Best Charity category in the Wandsworth Chamber of Commerce Business 2024 and 2025 Awards for the charity's business progression

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Wandsworth for the year ended 31 March 2025. The financial situation of the charity remained stable at the end of the financial year and has benefitted greatly from the strong financial and operational performance over the previous three years.

Principal Funding Sources

£1,713,511 was received as Income from Charitable Activities in 2024/25, (£1,721,108 23/24) Of this, Wandsworth Council contributed £1,187,779, (£1,090,670 23/24).

Contract funding was received from Battersea Healthcare Community Interest Company, the local GP Federation, of £399,334 in 2024/25, (£401,106 23/24).

Grants received in 2024-25 were as follows:

- Age UK, the national charity, awarded grants of £96,004 for Information and Advice
- Trust for London, £13,000 for Information and Advice
- The Wimbledon Foundation, £1,667 for Information and Advice
- The Julia Rausing Trust, £5,000 for Information and Advice
- Neighbourly, £4,167 for Information and Advice

Age UK Wandsworth continues to raise funds for services that are not fully funded and to raise the profile of the charity in the local community. We are particularly grateful to local residents who support us and raise money through taking part in sponsored events and other fundraising activity and for the local businesses and organisations who also supported us. In 2024/25 we raised a total of £43,161 through community fundraising activities. We do not take such generous donations, or grants awarded, lightly and we are rigorous about controlling back office expenditure to pour valuable funds into delivering services that directly impact the most vulnerable older people in the borough.

Reserves Policy and Financial Position

Total reserves increased during 2024/25 to £1,771,312 (£1,583,910 23/24). Of this, £1,079,139 is restricted funds, (£996,128 23/24), £106,932 is designated funding from a legacy (£106,932 23/24) and unrestricted reserves total £585,241 (£480,850 23/24).

It is the charity's policy to write off deficits on restricted funds against general funds for those projects that finished in that financial year. Trustees wish to utilise reserves to support the development of newer services that require additional capacity when they are initially established.

The organisation's reserves policy is to maintain reserves at a level representing approximately six months of non-contracted expenditure and one year expenditure on long term contracts, in order to safeguard the future of the charity. Given the uncertainty around the extension of contracts such as Better at Home, the requirement to seek new funding sources annually for our Information and Advice service, and operating in the current high inflation environment, trustees feel it is prudent to maintain a higher level of reserves than was previously the case.

Trustees have also agreed a new Investment Policy and have plans to invest unrestricted reserves in investment funds designed for the charitable sector. Additionally, the charity has been able to benefit from the higher rates of interest on bank term deposits available in 2024/25. Some of the term deposits have been implemented through a secure online savings platform called Insignis. Interest earned in 2024/25 totalled £51,545, (£32,883 23/24).

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025
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PLANS FOR FUTURE PERIODS

Age UK Wandsworth is committed to delivering a range of services for older people in the borough and responding to meet their changing needs. Trustees will continue to monitor and evaluate existing services and will aim to maintain, develop and fundraise for them in the future.

Statement as to Disclosure of Information to Auditors

So far as the directors are aware, there is no relevant audit information (as defined by Section 477 of the Companies Act 2006) of which the company's auditors are unaware, and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

A resolution proposing the re-appointment of Kingston Burrowes as auditors to the company will be put to the Annual General Meeting.

EXEMPTIONS FROM DISCLOSURES

This report has been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the Board:



Tracy Cherrington
Chair of the Board of Trustees

Date **7 October 2025**

Age UK Wandsworth
549 Old York Road
London
SW18 1TQ

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

Opinion

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

In our opinion the financial statements:

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

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' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement on page 2, 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.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

Auditor's responsibilities for the audit of the financial statements .../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available 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 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.



Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

14-10-2025

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2025 Total £	2024 Total £
Income						
Donations and legacies	2	27,908	-	28	27,936	14,449
Charitable activities	3	-	-	1,713,511	1,713,511	1,721,108
Other trading activities	4	43,141	-	20	43,161	24,983
Investments	5	51,545	-	-	51,545	32,883
Total		<u>122,595</u>	<u>-</u>	<u>1,713,559</u>	<u>1,836,154</u>	<u>1,793,423</u>
Expenditure						
Raising funds	6	4,039	-	-	4,039	23,776
Charitable activities	7	14,856	-	1,629,857	1,644,713	1,531,656
Total		<u>18,895</u>	<u>-</u>	<u>1,629,857</u>	<u>1,648,752</u>	<u>1,555,432</u>
Net income / (expenditure) for the year	11	103,700	-	83,702	187,402	237,991
Transfer between funds	16	691	-	(691)	-	-
Net movement in funds	16	104,391	-	83,011	189,402	237,991
Total funds as at 1 April 2024	16	480,850	106,932	996,128	1,583,910	1,345,919
Total funds at 31 March 2025	16	<u>£585,241</u>	<u>£106,932</u>	<u>£1,079,139</u>	<u>£1,771,312</u>	<u>£1,583,910</u>

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
Current assets			
Debtors	13	126,789	92,684
Cash at bank and in hand		1,707,798	1,562,811
		<u>1,834,587</u>	<u>1,655,495</u>
Liabilities			
Creditors: Amounts falling due within one year	14	63,275	71,585
Net assets	15	<u>£1,771,312</u>	<u>£1,583,910</u>
Funds			
Unrestricted - General	16	585,241	480,850
- Designated	16	106,932	106,932
Restricted	16	1,079,139	996,128
Total funds	16	<u>£1,771,312</u>	<u>£1,583,910</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on **7 October** 2025 and signed on its behalf by:



Tracy Cherrington
Chair of the Board of Trustees

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Net cash provided by/(used in) operating activities	20	93,442	166,304
Cash flows from investing activities			
Interest received	5	51,545	32,883
Increase/(decrease) in cash and cash equivalents in the year		144,987	199,187
Cash and cash equivalents at the beginning of the year		1,526,811	1,363,624
Total cash and cash equivalents at the end of the year		<u>£1,707,798</u>	<u>£1,562,811</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>£1,707,798</u>	<u>£1,562,811</u>

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

Basis of preparation and assessment of going concern

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 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. The financial statements are presented in sterling which is the functional currency of the charity.

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.

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

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time or on a basis which is designed to reflect the use of the resources.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

1. ACCOUNTING POLICIES (cont'd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets

All expenditure on capital items costing less than £1,000 is written off in the year of purchase.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Donations	18,658	28	18,686	11,949
Legacies	9,250	-	9,250	2,500
	<u>£27,908</u>	<u>£28</u>	<u>£27,936</u>	<u>£14,449</u>

All of the £14,449 recognised in 2024 related to unrestricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Wandsworth Borough Council				
- Crimes against Older People	-	6,500	6,500	5,000
- Community Engagement	-	152,402	152,402	122,700
- Other	-	-	-	260
- Roehampton Community Shed	-	15,000	15,000	2,577
- Gwynneth Morgan Day Centre	-	976,789	976,789	880,092
- Better at Home Assistant	-	37,088	37,088	60,031
- Winter Pressures	-	-	-	20,010
Wandsworth Clinical Commissioning Group				
- Roehampton Community Shed	-	-	-	15,000
Battersea Healthcare Community Interest Company (known as Wandsworth GP Federation from July 2024)				
- Better at Home	-	384,844	384,844	386,328
- Falls Prevention	-	14,490	14,490	14,778
The Julia Rausing Trust				
- Information and Advice	-	5,000	5,000	-
Age UK				
- Information and Advice	-	96,004	96,004	127,264
- Community Engagement	-	-	-	14,169
Age UK London				
- Information and Advice	-	-	-	3,616
Trust for London				
- Information and Advice	-	13,000	13,000	26,500
The Wimbledon Foundation				
- Information and Advice	-	1,667	1,667	9,833
Neighbourly				
- Information and Advice	-	4,167	4,167	-
ASDA				
- Roehampton Community Shed	-	-	-	520
Other income/grants	-	6,560	6,560	32,430
	<u>£Nil</u>	<u>£1,713,511</u>	<u>£1,713,511</u>	<u>£1,721,108</u>

Of the £1,721,108 recognised in 2024, £Nil related to unrestricted funds and £1,721,108 to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Fundraising Activities	<u>£43,141</u>	<u>£20</u>	<u>£43,161</u>	<u>£24,983</u>

All of the £24,983 recognised in 2024 related to unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2025	Total 2024
Bank interest	<u>£51,545</u>	<u>£Nil</u>	<u>£51,545</u>	<u>£32,883</u>

All of the £32,883 recognised in 2024 related to unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs £	Support costs £	Total 2025 £	Total 2024 £
Salaries	2,497	-	2,497	20,053
Materials	-	-	-	12
Staff Expenses	-	-	-	135
Staff Training	-	-	-	37
Fundraising Cost	1,542	-	1,542	3,539
	<u>£4,039</u>	<u>£Nil</u>	<u>£4,039</u>	<u>£23,776</u>

All of the £23,776 expenditure recognised in 2024 was charged to unrestricted funds and all were for direct costs.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2025	Total 2024
Provision of information, advice and practical support to older people (Notes 8 & 9)	<u>£1,618,575</u>	<u>£26,138</u>	<u>£1,644,713</u>	<u>£1,531,656</u>

Of the £1,531,656 expenditure recognised in 2024, £24,653 was charged to unrestricted funds and £1,507,003 was charged to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025
/contd...

8. ANALYSIS OF DIRECT COSTS

	Total 2025 £	Total 2024 £
Staff salaries including payroll costs	1,068,064	1,013,374
Volunteer training and expenses	921	334
Staff training and expenses	11,233	16,377
Consultancy costs	4,861	443
Premises and related costs	253,778	257,638
Printing, postage and stationery	7,280	9,215
Office equipment maintenance and furniture	23,050	13,992
Telephone and fax	4,875	11,530
Handy person materials	37,366	42,894
Day Centre food purchase	13,572	10,114
Day Centre care expenses	6,196	5,443
Day Centre transport	164,995	98,072
Other direct costs	22,384	17,676
	<u>£1,618,575</u>	<u>£1,497,102</u>

9. ANALYSIS OF SUPPORT COSTS

	Total 2025 £	Total 2024 £
Staff salaries including payroll costs	6,357	15,678
Staff training and expenses	1,244	2,186
Other costs	3,653	1,250
Premises and related costs	1,924	4,712
Governance costs (see note 10)	11,498	10,021
Printing, postage and stationery	106	394
Office equipment, maintenance and furniture	459	140
Telephone and fax	101	173
Consultancy costs	796	-
	<u>£26,138</u>	<u>£34,554</u>

10. GOVERNANCE COSTS

	2025 £	2024 £
Audit fees	3,900	3,444
AGM	1,435	1,585
Insurance	6,163	4,992
	<u>£11,498</u>	<u>£10,021</u>

11. NET INCOME FOR THE YEAR

	2025	2024
This is stated after charging:		
Audit fees	£3,900	£3,444
Operating lease rentals	£232,642	£240,496
	<u>£232,642</u>	<u>£240,496</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

12. STAFF COSTS

	2025 £	2024 £
Wages and salaries	948,715	926,113
Social security costs	79,951	76,501
Pension costs	45,998	44,316
Payroll administration	2,254	2,175
	<u>£1,076,918</u>	<u>£1,049,105</u>

The average number of employees during the year was as follows:

	2025 No.	2024 No.
Chief Executive	1.00	1.00
Administrative staff	1.70	1.70
Charitable activities	27.90	28.90
	<u>30.60</u>	<u>31.60</u>

One employee (2024: One) received total employee benefits (excluding employer pension costs) which fell in the band £120,000 to £130,000 (2024: £90,000 to £100,000).

The members of the Board received no remuneration or reimbursement of expenses (2024: £Nil).

Total employee benefits received by key management, including employer's pension costs, amounted to £133,583 (2024: £104,774).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

13. DEBTORS

	2025 £	2024 £
Grants and directly charged services receivable (Accrued income)	48,704	21,193
Prepayments	78,085	71,491
	<u>£126,789</u>	<u>£92,684</u>

14. CREDITORS

	2025 £	2024 £
Amounts falling due within one year		
Accruals	24,148	19,543
Pensions	7,339	6,864
Deferred income	31,788	45,178
	<u>£63,275</u>	<u>£71,585</u>

Deferred income represents grants received in advance for 2025/26.

	2025 £	2024 £
Deferred income analysis		
As at 1 April 2024	45,178	43,372
Additions during the year	31,788	45,178
Amounts released to income	(45,178)	(43,372)
	<u>£31,788</u>	<u>£45,178</u>
As at 31 March 2025		

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2025	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	585,785	106,932	1,141,870	1,834,587
Current liabilities	(544)	-	(62,731)	(63,275)
Net assets at 31 March 2025	£585,241	£106,932	£1,079,139	£1,771,312

Comparative information for the previous financial year is as follows:

2024	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	481,174	106,932	1,067,388	1,655,494
Current liabilities	(324)	-	(71,260)	(71,584)
Net assets at 31 March 2024	£480,850	£106,932	£996,128	£1,583,910

16. MOVEMENT IN FUNDS

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
2025					
Restricted funds:					
Information and Advice	135,634	126,338	130,438	-	131,534
Cold Weather and Amenity Fund	9,144	-	-	-	9,144
Roehampton Community Shed	18,527	15,048	9,788	-	23,787
Better at Home	412,634	421,932	467,822	-	366,744
Community Engagement	181,713	172,942	95,133	-	259,522
Foot Clinic	691	-	-	(691)	-
Gwynneth Morgan Day Centre	237,785	977,299	926,676	-	288,408
Total restricted funds	996,128	1,713,559	1,629,857	(691)	1,079,139
Unrestricted funds:					
General funds	480,850	122,595	18,895	691	585,241
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	587,782	122,595	18,895	691	692,173
Total funds	£1,583,910	£1,836,154	£1,648,752	£Nil	£1,771,312

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

16. MOVEMENT IN FUNDS/contd...

Comparative information for the previous financial year is as follows:

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
2024					
Restricted funds:					
Information and Advice	85,950	169,713	120,246	-	135,417
Cold Weather and Amenity Fund	9,278	-	134	-	9,144
Digipals	47,645	-	-	(47,645)	-
Crimes against Older People	1,086	5,000	5,869	-	217
Roehampton Community Shed	10,397	18,687	10,557	-	18,527
Better at Home	310,424	471,534	369,324	-	412,634
Health & Exercise (Active Friends)	58,559	-	-	(58,559)	-
Community Engagement (Digipals + Health & Exercise)	-	150,213	74,704	106,204	181,713
Foot Clinic	-	1,495	804	-	691
Gwynneth Morgan Day Centre	255,421	907,729	925,365	-	237,785
Total restricted funds	778,760	1,724,371	1,507,003	-	996,128
Unrestricted funds:					
General funds	460,227	69,052	48,429	-	480,850
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	567,159	69,052	48,429	-	587,782
Total funds	£1,345,919	£1,793,423	£1,555,432	£Nil	£1,583,910

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

16. MOVEMENT IN FUNDS/contd...

Purpose of restricted funds

Restricted funds are funds that can only be used in accordance with specific restrictions imposed by the donor and used for the objectives set by them. These funds are detailed here:

Information and Advice	Information and advice on benefits, housing, health and other issues.
Cold Weather and Amenity Fund	Provision of services and items to older people in cold weather.
Digital Inclusion and Assistive Technology	Enabling older people to get online .
Crimes against Older People	Coordination of a multi-agency forum to raise awareness of crimes.
Roehampton Community Shed	Practical group activities mainly for men.
Better at Home	Support to remain living independently at home, support after discharge from hospital, support shopping deliveries and support for older people who feel isolated.
Befriending Plus	Support for older people who feel isolated and provide practical help.
Foot Clinic	Foot health.
Gwynneth Morgan Day Centre	Provide a specialist day care service, outreach and digital support for older people, people with disabilities and people with dementia.
Community Engagement	As part of our new Organisational Strategy, we have created a new service called Community Engagement with one Coordinator who will oversee digital and healthy living projects. Funds from Digipals and Health and Exercise have therefore been transferred into Community Engagement and within that sit a Digital Inclusion Programme and various health and exercise services. A programme of coffee mornings and activities, including digital, gardening, music, walking, art, board games.

Purpose of designated funds

The trustees have designated funds for the following purposes:

Sustainability Fund	To enable the charity to maintain operating capacity and to expand activities in the light of developments in technology and uncertainty over future funding.
Marketing	To promote the charity's activities and with a view to increasing income.
Premises and offices	To provide for costs arising on future lease expiry and costs of updating office systems.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

17. COMMITMENTS UNDER OPERATING LEASES

The total future minimum lease payments due under non-cancellable operating leases are as follows:

	2025 Land and Buildings £	2024 Land and Buildings £
Within one year	13,333	13,333
Within one to five years	-	-
	<u>£13,333</u>	<u>£13,333</u>

A tenancy at will exists between the charity and the London Borough of Wandsworth for the annual rental of a property of £120,000.

18. COMPANY STATUS

Age Concern Wandsworth is a private company limited by guarantee and has no share capital. It is incorporated in Great Britain and registered in England and Wales. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office can be found in the Reference and Administration details on page 1.

19. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net movement in funds	187,402	237,991
Interest receivable	(51,545)	(32,883)
(Increase)/decrease in debtors	(34,105)	(11,023)
Increase/(decrease) in creditors	(8,310)	(27,781)
Net cash provided by/(used in) operating activities	<u>£93,442</u>	<u>£166,304</u>

21. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised is £109,412.

Accounts

AGE CONCERN WANDSWORTH

**(CHARITY NUMBER: 1069406)
(COMPANY NUMBER: 3531311)**

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

AGE CONCERN WANDSWORTH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Age Concern Wandsworth is a Registered Charity and a Company limited by Guarantee governed by its Memorandum and Articles of Association. The charity is known as Age UK Wandsworth.

Trustees

The trustees, who are also the Directors of the company, who have held office during the year are as follows: -

Lara Sonola	Co-Chair
Jenny Alexander	Co-Chair (and appointed Interim Treasurer November 2023)
Phillip Francis	
Richard Smuts	
Peter Lloyd	(resigned November 2023)
Kim Marshall	(stood down as Treasurer November 2023)
Karrie Liu	
Anisha Mistry	(appointed September 2023)
Tracy Cherrington	(appointed September 2023 and resigned February 2024)
Gill Dunsford	(appointed March 2024)
Janet Turner	

President	The Mayor of Wandsworth
CEO and Company Secretary	Natalie de Silva
Charity number	1069406
Company Number	3531311
Registered Office	549 Old York Road London SW18 1TQ
Auditors	Myrus Smith Norman House 8 Burnell Road Sutton Surrey SM1 4BW
Bankers	CAF BANK LTD HSBC Charity Bank

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

The trustees present their report together with the audited financial statements for the year ended 31 March 2024.

The financial statements comply with current statutory requirements, the memorandum and articles of association and Accounting and Reporting by Charities: Statement of Recommended Practice ('SORP') applicable to charities preparing their accounts in accordance with the Financial Reporting Statement applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Concern Wandsworth is an independent charity, responsible for its own policy, direction and funding. Operationally, the charity is now known as Age UK Wandsworth, after signing a Brand Partnership Agreement with the national charity Age UK, however, the legal name remains Age Concern Wandsworth. Throughout the rest of this report, the trading name of Age UK Wandsworth is used.

Age UK Wandsworth is also a member of the Age England Association, the successor to the Age Concern Federation.

Age UK Wandsworth is governed by a Board of Trustees. The Trustees are also Directors of the Company. Trustees are elected by members at the Annual General Meeting but the Board can also co-opt Trustees in accordance with the Articles of Association.

The Board of Trustees meets at least six times a year and is responsible for ensuring that the financial, legal and contractual requirements of the charity are met. It decides on the strategy and ensures that the organisation fulfils its objectives. The Board receives reports from the Policy and Finance Committee, which meets in the intervening months to oversee the finances, policy direction and to consider personnel matters, such as pay and remuneration.

The Board delegates day-to-day management and decision making of the charity to the Chief Executive, who works with the service co-ordinators to ensure the smooth and effective running of the charity. The Chief Executive reports to the Co-Chairs and the Board.

In line with our Remuneration Policy, the Policy and Finance Committee review staff remuneration on an annual basis as part of the annual budgeting process.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Age UK Wandsworth for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accountancy Practice).

Company law requires the trustees to prepare financial statements for each financial year. 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 incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board conducts an annual risk assessment, in which major risks to the charity are identified and reviewed and systems and procedures to manage the risks are established and updated. Trustees receive reports from the Chief Executive and from services' co-ordinators. In addition, Trustees review Age UK Wandsworth's portfolio of policies and procedures on a cyclical basis, as well as the introduction of new policies and procedure as appropriate. All trustees give their time voluntarily.

Trustee Recruitment and Induction

Trustees are recruited through a variety of methods, including targeted recruitment initiatives and professional recommendation. The Trustees endeavour to ensure that there is a balance of skills, gender, age and cultural backgrounds and that they are also representative of older people in Wandsworth.

New trustees are inducted by the Chief Executive, the Co-Chairs and more experienced trustees. They are also able to attend Trustee Induction programmes run by Age UK, where available.

Older People

Older People are at the centre of service planning and are involved in all aspects of the charity's strategic and operational management, including active Board of Trustee participation.

Equal Opportunities

Age UK Wandsworth is committed to the principle of equal opportunity in all aspects of its work from service delivery through to employment and management of its employees and volunteers.

Age UK Wandsworth also believes that all older people should receive services that meet their needs. As part of this commitment, it works to ensure that its own services and resources are relevant to the needs of older people and are perceived by those in need as relevant and accessible.

We have an Equity, Diversity and Inclusion (EDI) Policy to help ensure we are a truly inclusive organisation.

OBJECTIVES AND ACTIVITIES

Objects of the charity

The Objects for which Age UK Wandsworth is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Wandsworth:

- i. preventing or relieving the poverty of older people;
- ii. advancing education;
- iii. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- iv. promoting equality and diversity;
- v. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- vi. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

The outcome of this being the promotion of the well-being of older people. All activities of Age UK Wandsworth are of a charitable purpose.

Mission

Age UK Wandsworth's mission statement is to develop a wide range of services that enable and enhance the independence and wellbeing of older people in Wandsworth.

Aims and objectives

The new strategic plan, for 2023-2025, outlines the following aims and objectives:

1. To support older people in Wandsworth to live well in their homes and to participate in their community.
2. To promote positive ageing and raise awareness of the contribution that older people make to our community.
3. To ensure that older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs of older people and the external environment.

Ensuring our work delivers our aims and provides public benefit

We follow the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. Public benefits from our work includes older people in Wandsworth:

- Understanding their rights to financial assistance and protection
- Receiving information and support to manage emotional, physical and mental health issues
- Accessing befriending and group activities that reduce levels of loneliness and social isolation

Services

Age UK Wandsworth remains an autonomous, local organisation providing direct services to older people in response to local need and available funding. Age UK Wandsworth's strategy is to build on the services it currently offers, developing new strands of activity or expanding the services to reach more people in line with our strategic aims and objectives. Our activities are preventative and improve the quality of life of older people living in the borough of Wandsworth. By preventative services we mean:

- services that help to prevent or delay the need for more costly intensive interventions; and
- strategies and approaches that promote the quality of life of older people and their engagement with the wider community

The services we provided in 2023/24 for older people are detailed below. These services are available to all people over the age of 60 within the borough of Wandsworth.

Information and Advice

1. Our Information, Advice and Support Service offers free and confidential information and advice on benefits, money, social care and housing and local services for people over 60 and their carers. Information and advice is provided in the office, over the telephone, via email and through home visits. In addition, we continue to deliver a scams prevention and support service - delivering group scams awareness talks at venues throughout the borough and one-to-one support to clients who have been, or who are at risk of being scammed.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

2. Crimes against Older People - co-ordination of a multi-agency forum to raise awareness of crimes against older people.
3. Better at Home - provides voluntary sector support to Wandsworth's Community Wards, a multi-disciplinary team supporting patients in their own homes to prevent hospital admissions.
4. Age UK Wandsworth has a small Amenity Fund and can distribute grants of up to £200 to older people in financial need.

Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their own homes to enable them to remain living independently at home and to maintain their health and well-being. These include:

5. The Be-a-Friend Service - matches volunteers with housebound older people to lessen the impact of social isolation. A telephone support service is also provided.
6. The Handyperson Service - undertakes falls prevention work and practical help with minor repairs in the home to assist those unable to carry out tasks for themselves. The service enables people to live independently and safely in their own homes.
7. Online Shopping Service - provides internet grocery shopping for those who do not have access to a computer and arranges shopping deliveries to the door through supermarket online services.
8. The Hospital Discharge Support service - provides volunteer support for up to six weeks when someone is discharged from hospital.
9. Befriending Plus Service - a befriending programme with additional weekly practical support provided by volunteers in conjunction with existing care packages, or as a preventative measure.

Additional Services

10. Roehampton Community Shed - provides opportunities for socialising alongside practical projects, such as woodwork and furniture upcycling. In the last two years, there has also been a new focus on providing educational opportunities to address men's mental health.
11. In October 2022, Age UK Wandsworth was awarded an 18-month contract to provide three new services for Wandsworth Council: a building-based day centre service for older residents and those with disabilities and dementia; a pilot Outreach service to offer activities and companionship in a person's home environment; and a pilot Digital Assistive Technology service to enhance the Council's Digital Inclusion Strategy by supporting residents to develop technological independence in their homes. At the end of the 18-month period, in March 2023, the Outreach service was terminated; the Digital Assistive Technology service was wrapped into a new, separate contract; and the Day Centre service contract was extended for a further two years.
12. Our Foot Clinic is now running once per month and meets the basic footcare needs of Wandsworth residents who are not entitled to free NHS footcare.
13. Community Engagement – this new service started in April 2023 and includes new contracts from Wandsworth Council called Digital Inclusion Technology and Age Well Central. The Digital element includes the provision of technology assistance to residents in libraries across the borough as well as care technology support in their homes, whilst the Age Well Central contract allows for the provision of activities, such as coffee mornings and exercise classes, with food offerings, in central Wandsworth.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

Volunteer Involvement

Age UK Wandsworth depends extensively on the commitment of over 300 volunteers who play a vital role in every aspect of the organisation's work, including befriending, support in the home, office administration, and information and advice. Alongside paid staff, volunteers help us to deliver high-quality services.

ACHIEVEMENTS AND PERFORMANCE

The COVID-19 pandemic of 2020-2022 was swiftly followed by the national Cost of Living crisis. Whilst we continued to provide Wandsworth residents with our usual high-quality services to support their health and wellbeing at home and in the community, we had to focus on the additional challenges that the Cost of Living crisis posed and this is particularly evident in the support outlined below to increase residents' financial benefits.

Our key achievements in 2023/24 included:

- Benefit gains of £1,023,407 (compared to approximately £830K in 22/23) for clients advised by our Advice team
- 2,456 in-depth advice sessions delivered (compared to 1,885 in 22/23) and over 10,000 enquiries were responded to
- Over 2,000 activities delivered at the day centre to those with disabilities and dementia, which provides a subsidiary benefit of respite to unpaid carers
- 143 people matched to a volunteer befriender and almost 6,000 befriending home visits to lonely, isolated older residents
- Over 2,000 handyperson visits and over 1,200 individual Wandsworth older residents supported with jobs to enable hospital discharge and independent living
- 437 frail, older residents supported with a safe, hospital discharge and subsequent after care (compared to 258 residents in 22/23)
- 1,585 online food shopping deliveries arranged for those unable to food shop for themselves
- Continuation funding secured for a second year for MCST (Maintenance Cognitive Stimulation Therapy) in direct response to residents' needs for further dementia support
- Winner of the Best Charity category in the Wandsworth Chamber of Commerce Business 2024 Awards for the business transformation of the organisation

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Wandsworth for the year ended 31 March 2024. The financial situation of the charity remained stable at the end of the financial year and has benefitted greatly from the strong financial and operational performance over the previous three years.

Principal Funding Sources

£1,721,108 was received as Income from Charitable Activities in 2023/24 in comparison with £1,816,595 in 2022/23. Of this, Wandsworth Council contributed £1,090,670 compared with £1,218,706 in 2022/23. The reduction year on year mainly reflected the changes to the Day Centre contract outlined above under Additional Services point 11.

NHS Wandsworth Clinical Commissioning Group (CCG) provided funding of £15,000 compared with £10,000 in 2022/23. We also received contract funding from Battersea Healthcare Community Interest Company, the local GP Federation, of £401,106, compared with £415,328 in 2022/23.

Grants received in 2023-24 were as follows:

- Age UK, the national charity, awarded grants of £141,433 for Information and Advice and Maintenance Cognitive Stimulation Therapy
- Trust for London, £26,500 for Information and Advice
- Wimbledon Foundation, £9,833 for Information and Advice
- ASDA, £520 for Roehampton Community Shed
- Age UK London, £3,616 for Information and Advice

The Fundraising and Marketing Committee continues to raise funds for services that are not fully funded and to raise the profile of the charity in the local community. We are particularly grateful to local residents who support us and raise money through taking part in sponsored events and other fundraising activity and for the local businesses and organisations who also supported us. In 2023/24 we raised a total of £24,952 through community fundraising activities. We do not take such generous donations, or grants awarded, lightly and we are rigorous about controlling back office expenditure in order to pour valuable funds into delivering services that directly impact the most vulnerable older people in the borough.

Reserves Policy and Financial Position

Total reserves increased during the year from £1,345,919 at end March 2023 to £1,583,910 at end March 2024. Of this, £106,932 is designated funding from a legacy and the other unrestricted reserves totalled £480,850 at end March 2024.

It is the charity's policy to write off deficits on restricted funds against general funds for those projects that finished in that financial year. Trustees wish to utilise reserves to support the development of newer services that require additional capacity when they are initially established.

The organisation's reserves policy is to maintain reserves at a level representing approximately six months of non-contracted expenditure and one year expenditure on long term contracts, in order to safeguard the future of the charity. Given the uncertainty around the extension of contracts such as Better at Home, the requirement to seek new funding sources annually for our Information and Advice service, and operating in the current high inflation environment, trustees feel it is prudent to maintain an higher level of reserves than was previously the case.

Trustees have also agreed a new Investment Policy and have plans in 2024/25 to invest further unrestricted reserves in savings funds to benefit from rates of interest; this will be implemented through a secure online savings platform called Insignis.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

PLANS FOR FUTURE PERIODS

Age UK Wandsworth is committed to delivering a range of services for older people in the borough and responding to meet their changing needs. Trustees will continue to monitor and evaluate existing services and will aim to maintain, develop and fundraise for them in the future.

Statement as to Disclosure of Information to Auditors

So far as the directors are aware, there is no relevant audit information (as defined by Section 477 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each director has taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

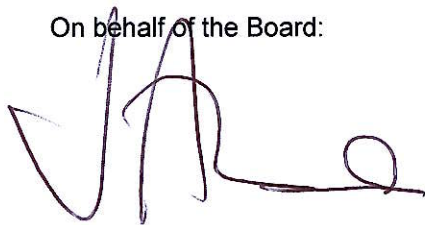
Auditors

A resolution proposing the re-appointment of Myrus Smith as auditors to the company will be put to the Annual General Meeting.

EXEMPTIONS FROM DISCLOSURES

This report has been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board:

A handwritten signature in dark ink, appearing to read 'Jenny Alexander', with a stylized flourish at the end.

Jenny Alexander
Co-Chair

18 September 2024

Age UK Wandsworth
549 Old York Road
London
SW18 1TQ

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

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

In our opinion the financial statements:

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

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' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement on page 2, 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.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

Auditor's responsibilities for the audit of the financial statements .../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available 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 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.



Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

20 September 2024

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2024 Total £	2023 Total £
Income						
Donations and legacies	2	11,186	-	3,263	14,449	54,527
Charitable activities	3	-	-	1,721,108	1,721,108	1,816,595
Other trading activities	4	24,983	-	-	24,983	12,897
Investments	5	32,883	-	-	32,883	9,553
Total		<u>69,052</u>	<u>-</u>	<u>1,724,371</u>	<u>1,793,423</u>	<u>1,893,572</u>
Expenditure						
Raising funds	6	23,776	-	-	23,776	2,526
Charitable activities	7	24,653	-	1,507,003	1,531,656	1,529,069
Total		<u>48,429</u>	<u>-</u>	<u>1,507,003</u>	<u>1,555,432</u>	<u>1,531,595</u>
Net income / (expenditure) for the year	11	20,623	-	217,368	237,991	361,977
Transfer between funds	16	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds	16	20,623	-	217,368	237,991	361,977
Total funds as at 1 April 2023	16	<u>460,227</u>	<u>106,932</u>	<u>778,760</u>	<u>1,345,919</u>	<u>983,942</u>
Total funds at 31 March 2024	16	<u>£480,850</u>	<u>£106,932</u>	<u>£996,128</u>	<u>£1,583,910</u>	<u>£1,345,919</u>

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
Current assets			
Debtors	13	92,684	81,661
Cash at bank and in hand		1,562,811	1,363,624
		<u>1,655,495</u>	<u>1,445,285</u>
Liabilities			
Creditors: Amounts falling due within one year	14	71,585	99,366
Net assets	15	<u>£1,583,910</u>	<u>£1,345,919</u>
Funds			
Unrestricted - General	16	480,850	460,227
- Designated	16	106,932	106,932
Restricted	16	996,128	778,760
Total funds	16	<u>£1,583,910</u>	<u>£1,345,919</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 18-9-2024 and signed on its behalf by:


Jenny Alexander
Co-Chair

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash provided by/(used in) operating activities	20	166,304	366,525
Cash flows from investing activities			
Interest received	5	32,883	9,553
Increase/(decrease) in cash and cash equivalents in the year		199,187	376,078
Cash and cash equivalents at the beginning of the year		1,363,624	987,546
Total cash and cash equivalents at the end of the year		<u>£1,562,811</u>	<u>£1,363,624</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>£1,562,811</u>	<u>£1,363,624</u>

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparation and assessment of going concern

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 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. The financial statements are presented in sterling which is the functional currency of the charity.

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.

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

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time or on a basis which is designed to reflect the use of the resources.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

1. ACCOUNTING POLICIES (cont'd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets

All expenditure on capital items costing less than £1,000 is written off in the year of purchase.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Donations	11,186	763	11,949	9,866
Legacies	-	2,500	2,500	44,661
	<u>£11,186</u>	<u>£3,263</u>	<u>£14,449</u>	<u>£54,527</u>

All of the £54,527 recognised in 2023 related to unrestricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Wandsworth Borough Council				
- Crimes against Older People	-	5,000	5,000	5,000
- Community Engagement (DIP + Digipals + Health & Exercise)	-	122,700	122,700	70,498
- Other	-	260	260	1,000
- Roehampton Community Shed	-	2,577	2,577	-
- Gwynneth Morgan Day Centre	-	880,092	880,092	1,102,187
- Better at Home Assistant	-	60,031	60,031	-
- Winter Pressures	-	20,010	20,010	40,021
Wandsworth Clinical Commissioning Group				
- Roehampton Community Shed	-	15,000	15,000	10,000
Battersea Healthcare Community Interest Company				
- Better at Home	-	386,328	386,328	386,328
- Ageing Well	-	-	-	15,000
- Falls Prevention	-	14,778	14,778	14,000
The Henry Smith Charity				
- Information and Advice	-	-	-	13,333
Age UK				
- Information and Advice	-	127,264	127,264	62,909
- Active/LGBTQ Chats	-	-	-	11,804
- Community Engagement	-	14,169	14,169	-
Age UK London				
- Information and Advice	-	3,616	3,616	-
Trust for London				
- Information and Advice	-	26,500	26,500	32,300
Wimbledon Foundation				
- Information and Advice	-	9,833	9,833	-
Health and Exercise (Active Friends)	-	-	-	14,580
ASDA				
- Roehampton Community Shed	-	520	520	1,000
Other income/grants	-	32,430	32,430	36,635
	<u>£Nil</u>	<u>£1,721,108</u>	<u>£1,721,108</u>	<u>£1,816,595</u>

Of the £1,816,595 recognised in 2023, £2,500 related to unrestricted funds and £1,814,095 to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Fundraising Activities	<u>£24,983</u>	<u>£Nil</u>	<u>£24,983</u>	<u>12,897</u>

All of the £12,897 recognised in 2023 related to unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2024	Total 2023
Bank interest	<u>£32,883</u>	<u>£Nil</u>	<u>£32,883</u>	<u>£9,553</u>

All of the £9,553 recognised in 2023 related to unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs £	Support costs £	Total 2024 £	Total 2023 £
Salaries	20,053	-	20,053	896
Materials	12	-	12	108
Staff Expenses	135	-	135	73
Staff Recruitment	-	-	-	482
Staff Training	37	-	37	-
Fundraising Cost	3,539	-	3,539	967
	<u>£23,776</u>	<u>£Nil</u>	<u>£23,776</u>	<u>£2,526</u>

All of the £2,526 expenditure recognised in 2023 was charged to unrestricted funds and all were for direct costs.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2024	Total 2023
Provision of information, advice and practical support to older people (Notes 8 & 9)	<u>£1,497,102</u>	<u>£34,554</u>	<u>£1,531,656</u>	<u>£1,529,069</u>

Of the £1,529,069 expenditure recognised in 2023, £32,362 was charged to unrestricted funds and £1,496,707 was charged to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

8. ANALYSIS OF DIRECT COSTS	Total 2024 £	Total 2023 £
Staff salaries including payroll costs	1,013,374	998,781
Volunteer training and expenses	334	525
Staff training and expenses	16,377	10,313
Consultancy costs	443	495
Premises and related costs	257,638	249,675
Printing, postage and stationery	9,215	7,307
Office equipment maintenance and furniture	13,992	21,185
Telephone and fax	11,530	9,415
Handy person materials	42,894	37,270
Day Centre food purchase	10,114	11,472
Day Centre care expenses	5,443	6,905
Day Centre transport	98,072	84,295
Other direct costs	17,676	18,809
	<u>£1,497,102</u>	<u>£1,456,447</u>
9. ANALYSIS OF SUPPORT COSTS	Total 2024 £	Total 2023 £
Staff salaries including payroll costs	15,678	46,031
Staff training and expenses	2,186	1,659
Other costs	1,250	2,545
Premises and related costs	4,712	8,535
Governance costs (see note 10)	10,021	11,484
Printing, postage and stationery	394	592
Office equipment, maintenance and furniture	140	1,224
Telephone and fax	173	552
	<u>£34,554</u>	<u>£72,622</u>
10. GOVERNANCE COSTS	2024 £	2023 £
Audit fees	3,444	3,444
AGM	1,585	455
Insurance	4,992	7,585
	<u>£10,021</u>	<u>£11,484</u>
11. NET INCOME FOR THE YEAR	2024	2023
This is stated after charging:		
Audit fees	£3,444	£3,444
Operating lease rentals	<u>£240,496</u>	<u>£225,292</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

12. STAFF COSTS

	2024 £	2023 £
Wages and salaries	926,113	920,171
Social security costs	76,501	79,486
Pension costs	44,316	43,867
Payroll administration	2,175	2,184
	<u>£1,049,105</u>	<u>£1,045,708</u>

The average number of employees during the year was as follows:

	2024 No.	2023 No.
Chief Executive	1.00	1.00
Administrative staff	1.70	1.80
Charitable activities	28.90	29.30
	<u>31.60</u>	<u>32.10</u>

One employee (2023 : One) received total employee benefits (excluding employer pension costs) which fell in the band £90,000 to £100,000 (2023 : £90,000 to £100,000).

The members of the Board received no remuneration or reimbursement of expenses (2023: £Nil).

Total employee benefits received by key management, including employer's pension costs, amounted to £104,774 (2023 - £101,726).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

13. DEBTORS

	2024 £	2023 £
Grants and directly charged services receivable (Accrued income)	21,193	43,685
Prepayments	71,491	37,976
	<u>£92,684</u>	<u>£81,661</u>

14. CREDITORS

	2024 £	2023 £
Amounts falling due within one year		
Accruals	19,543	48,544
Pensions	6,864	7,450
Deferred income	45,178	43,372
	<u>£71,585</u>	<u>£99,366</u>

Deferred income represents grants received in advance for 2024/25.

	2024 £	2023 £
Deferred income analysis		
As at 1 April 2023	43,372	24,566
Additions during the year	45,178	43,372
Amounts released to income	(43,372)	(24,566)
As at 31 March 2024	<u>£45,178</u>	<u>£43,372</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2024	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	481,174	106,932	1,067,388	1,655,494
Current liabilities	(324)	-	(71,260)	(71,584)
Net assets at 31 March 2024	<u>£480,850</u>	<u>£106,932</u>	<u>£996,128</u>	<u>£1,583,910</u>

Comparative information for the previous financial year is as follows:

2023	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	460,496	106,932	877,857	1,445,285
Current liabilities	(269)	-	(99,097)	(99,366)
Net assets at 31 March 2023	<u>£460,227</u>	<u>£106,932</u>	<u>£778,760</u>	<u>£1,345,919</u>

16. MOVEMENT IN FUNDS

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
2024					
Restricted funds:					
Information and Advice	85,950	169,713	120,246	-	135,417
Cold Weather and Amenity Fund	9,278	-	134	-	9,144
Digipals	47,645	-	-	(47,645)	-
Crimes against Older People	1,086	5,000	5,869	-	217
Roehampton Community Shed	10,397	18,687	10,557	-	18,527
Better at Home	310,424	471,534	369,324	-	412,634
Health & Exercise (Active Friends)	58,559	-	-	(58,559)	-
Community Engagement (Digipals + Health & Exercise)	-	150,213	74,704	106,204	181,713
Foot Clinic	-	1,495	804	-	691
Gwynneth Morgan Day Centre	255,421	907,729	925,365	-	237,785
Total restricted funds	<u>778,760</u>	<u>1,724,371</u>	<u>1,507,003</u>	<u>-</u>	<u>996,128</u>
Unrestricted funds:					
General funds	460,227	69,052	48,429	-	480,850
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	<u>567,159</u>	<u>69,052</u>	<u>48,429</u>	<u>-</u>	<u>587,782</u>
Total funds	<u>£1,345,919</u>	<u>£1,793,423</u>	<u>£1,555,432</u>	<u>£Nil</u>	<u>£1,583,910</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

16. MOVEMENT IN FUNDS/contd...

Comparative information for the previous financial year is as follows:

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
2023					
Restricted funds:					
Information and Advice	41,592	108,542	108,846	44,662	85,950
Cold Weather and Amenity Fund	9,278	-	-	-	9,278
Digipals	27,029	56,015	35,399	-	47,645
Crimes against Older People	1,448	5,000	5,362	-	1,086
Roehampton Community Shed	7,944	11,059	8,606	-	10,397
Better at Home	208,119	432,447	342,498	12,356	310,424
Befriending Plus	12,356	-	-	(12,356)	-
Health & Exercise (Active Friends)	-	71,428	33,854	20,985	58,559
Active/LGBTQ Chats	20,985	-	-	(20,985)	-
Foot Clinic	(6,810)	1,759	1,257	6,308	-
Gwynneth Morgan Day Centre	88,407	1,127,899	960,885	-	255,421
Total restricted funds	410,348	1,814,149	1,496,707	50,970	778,760
Unrestricted funds:					
General funds	466,662	79,423	34,888	(50,970)	460,227
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	573,594	79,423	34,888	(50,970)	567,159
Total funds	£983,942	£1,893,572	£1,531,595	£Nil	£1,345,919

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

16. MOVEMENT IN FUNDS/contd...

Purpose of restricted funds

Restricted funds are funds that can only be used in accordance with specific restrictions imposed by the donor and used for the objectives set by them. These funds are detailed here:

Information and Advice	Information and advice on benefits, housing, health and other issues.
Cold Weather and Amenity Fund	Provision of services and items to older people in cold weather.
Digital Inclusion and Assistive Technology	Enabling older people to get online .
Crimes against Older People	Coordination of a multi-agency forum to raise awareness of crimes.
Roehampton Community Shed	Practical group activities mainly for men.
Better at Home	Support to remain living independently at home, support after discharge from hospital, support shopping deliveries and support for older people who feel isolated.
Befriending Plus	Support for older people who feel isolated and provide practical help.
Health & Exercise (ActiveFriends)	Provide gentle chair-based exercises and telephone support.
Active/LGBTQ Chats	Provide gentle chair-based exercises and telephone support.
Foot Clinic	Foot health.
Gwynneth Morgan Day Centre	Provide a specialist day care service, outreach and digital support for older people, people with disabilities and people with dementia.
Community Engagement	As part of our new Organisational Strategy, we have created a new service called Community Engagement with one Coordinator who will oversee digital and healthy living projects. Funds from Digipals and Health and Exercise have therefore been transferred into Community Engagement and within that sit a Digital Inclusion Programme and various health and exercise services
	A programme of coffee mornings and activities, including digital, gardening, music, walking, art, board games.

Purpose of designated funds

The trustees have designated funds for the following purposes:

Sustainability Fund	To enable the charity to maintain operating capacity and to expand activities in the light of developments in technology and uncertainty over future funding.
Marketing	To promote the charity's activities and with a view to increasing income.
Premises and offices	To provide for costs arising on future lease expiry and costs of updating office systems.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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17. COMMITMENTS UNDER OPERATING LEASES

The total future minimum lease payments due under non-cancellable operating leases are as follows:

	2024 Land and Buildings £	2023 Land and Buildings £
Within one year	13,333	40,000
Within one to five years	-	13,333
	<u>£13,333</u>	<u>£53,333</u>

A tenancy at will exists between the charity and the London Borough of Wandsworth for the annual rental of a property of £120,000.

18. COMPANY STATUS

Age Concern Wandsworth is a private company limited by guarantee and has no share capital. It is incorporated in Great Britain and registered in England and Wales. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office can be found in the Reference and Administration details on page 1.

19. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net movement in funds	237,991	361,977
Interest receivable	(32,883)	(9,553)
(Increase)/decrease in debtors	(11,023)	(3,795)
Increase/(decrease) in creditors	(27,781)	17,896
Net cash provided by/(used in) operating activities	<u>£166,304</u>	<u>£366,525</u>

Accounts

AGE CONCERN WANDSWORTH

**(CHARITY NUMBER: 1069406)
(COMPANY NUMBER: 3531311)**

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

AGE CONCERN WANDSWORTH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Age Concern Wandsworth is a Registered Charity and a Company limited by Guarantee governed by its Memorandum and Articles of Association. The charity is known as Age UK Wandsworth.

Trustees

The trustees, who are also the Directors of the company, who have held office during the year are as follows: -

Lara Sonola	Co-Chair
Jenny Alexander	Co-Chair
Phillip Francis	Treasurer (until November 2022)
Richard Smuts	
Tony Tuck	(resigned November 2022)
Peter Lloyd	
Miles Unwin	(resigned September 2022)
Kim Marshall	Treasurer (from November 2022)
Karrie Liu	
Anisha Mistry	

President	The Mayor of Wandsworth
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CEO and Company Secretary	Natalie de Silva
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Charity number	1069406
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Company Number	3531311
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Registered Office	549 Old York Road London SW18 1TQ
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Auditor	Myrus Smith Norman House 8 Burnell Road Sutton Surrey SM1 4BW
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Bankers	CAF BANK LTD HSBC Charity Bank
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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

The trustees present their report together with the audited financial statements for the year ended 31 March 2023.

The financial statements comply with current statutory requirements, the memorandum and articles of association and Accounting and Reporting by Charities: Statement of Recommended Practice ('SORP') applicable to charities preparing their accounts in accordance with the Financial Reporting Statement applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Concern Wandsworth is an independent charity, responsible for its own policy, direction and funding. Operationally, the charity is now known as Age UK Wandsworth, after signing a Brand Partnership Agreement with the national charity Age UK, however, the legal name remains Age Concern Wandsworth. Throughout the rest of this report, the trading name of Age UK Wandsworth is used.

Age UK Wandsworth is also a member of the Age England Association, the successor to the Age Concern Federation.

Age UK Wandsworth is governed by a Board of Trustees. The Trustees are also Directors of the Company. Trustees are elected by members at the Annual General Meeting but the Board can also co-opt Trustees in accordance with the Articles of Association.

The Board of Trustees meets at least six times a year and is responsible for ensuring that the financial, legal and contractual requirements of the charity are met. It decides on the strategy and ensures that the organisation fulfils its objectives. The Board receives reports from the Policy and Finance Committee, which meets in the intervening months to oversee the finances, policy direction and to consider personnel matters, such as pay and remuneration.

The Board delegates day-to-day management and decision making of the charity to the Chief Executive, who works with the service co-ordinators to ensure the smooth and effective running of the charity. The Chief Executive reports to the Co-Chairs and the Board.

Statement of Trustees' Responsibilities

The trustees (who are directors of Age UK Wandsworth for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accountancy Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in operation.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board conducts an annual risk assessment, in which major risks to the charity are identified and reviewed and systems and procedures to manage the risks are established and updated. Trustees receive reports from the Chief Executive and from services' co-ordinators. In addition, Trustees review Age UK Wandsworth's portfolio of policies and procedures on a cyclical basis, as well as the introduction of new policies and procedures as appropriate. All trustees give their time voluntarily.

Trustee Recruitment and Induction

Trustees are recruited through a variety of methods, including targeted recruitment initiatives and professional recommendation. The Trustees endeavour to ensure that there is a balance of skills, gender, age and cultural backgrounds and that they are also representative of older people in Wandsworth.

New trustees are inducted by the Chief Executive, the Co-Chairs and more experienced trustees. They are also able to attend Trustee Induction programmes run by Age UK, where available.

Older People

Older People are at the centre of service planning and are involved in all aspects of the charity's strategic and operational management, including active Board of Trustee participation.

Equal Opportunities

Age UK Wandsworth is committed to the principle of equal opportunity in all aspects of its work from service delivery through to employment and management of its employees and volunteers.

Age UK Wandsworth also believes that all older people should receive services that meet their needs. As part of this commitment, it works to ensure that its own services and resources are relevant to the needs of older people and are perceived by those in need as relevant and accessible.

We have an Equity, Diversity and Inclusion (EDI) Policy to help ensure we are a truly inclusive organisation.

OBJECTIVES AND ACTIVITIES

Objects of the charity

The Objects for which Age UK Wandsworth is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Wandsworth:

- i. preventing or relieving the poverty of older people;
- ii. advancing education;
- iii. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- iv. promoting equality and diversity;
- v. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

- vi. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

The outcome of this being the promotion of the well-being of older people. All activities of Age UK Wandsworth are of a charitable purpose.

Mission

Age UK Wandsworth's mission statement is to develop a wide range of services that enable and enhance the independence and wellbeing of older people in Wandsworth.

Aims and objectives

The new strategic plan, for 2023-2025, outlines the following aims and objectives:

1. To support older people in Wandsworth to live well in their homes and to participate in their community.
2. To promote positive ageing and raise awareness of the contribution that older people make to our community.
3. To ensure that older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs of older people and the external environment.

Ensuring our work delivers our aims and provides public benefit

We follow the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. Public benefits from our work includes older people in Wandsworth:

- Understanding their rights to financial assistance and protection
- Receiving information and support to manage emotional, physical and mental health issues
- Accessing befriending and group activities that reduce levels of loneliness and social isolation.

Services

Age UK Wandsworth remains an autonomous, local organisation providing direct services to older people in response to local need and available funding. Age UK Wandsworth's strategy is to build on the services it currently offers, developing new strands of activity or expanding the services to reach more people in line with our strategic aims and objectives. Our activities are preventative and improve the quality of life of older people living in the borough of Wandsworth. By preventative services we mean:

- services that help to prevent or delay the need for more costly intensive interventions; and
- strategies and approaches that promote the quality of life of older people and their engagement with the wider community

The services we provided in 2022/23 for older people are detailed below. These services are available to all people over the age of 60 within the borough of Wandsworth.

Information and Advice

1. Our Information, Advice and Support Service offers free and confidential information and advice on benefits, money, social care and housing and local services for people over 60 and their carers. Information and advice is provided in the office, over the telephone, via email and through home visits.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

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2. In 2022-2023 we also received funding to deliver a scams prevention and support service - delivering group scams awareness talks at venues throughout the borough and one-to-one support to clients who have been, or who are at risk of being scammed. This service has had a significant uptake and consequently will continue in 2023/24.
3. Crimes against Older People - co-ordination of a multi-agency forum to raise awareness of crimes against older people.
4. Better at Home - provides voluntary sector support to Wandsworth's Community Wards, a multi-disciplinary team supporting patients in their own homes to prevent hospital admissions.
5. Age UK Wandsworth has a small Cold Weather and Amenity Fund and can distribute grants of up to £200 to older people in financial need.

Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their own homes to enable them to remain living independently at home and to maintain their health and well-being. These include:

6. The Be-a-Friend Service - matches volunteers with housebound older people to lessen the impact of social isolation. A telephone support service is also provided.
7. The Handyperson Service - undertakes falls prevention work and practical help with minor repairs in the home to assist those unable to carry out tasks for themselves. The service enables people to live independently and safely in their own homes.
8. Online Shopping Service - provides Internet grocery shopping for those who do not have access to a computer and arranges shopping deliveries to the door through supermarket online services.
9. The Hospital Discharge Support service - provides volunteer support for up to six weeks when someone is discharged from hospital.
10. Befriending Plus Service - a befriending programme with additional weekly practical support provided by volunteers in conjunction with existing care packages, or as a preventative measure.

Additional Services

11. Roehampton Community Shed - provides opportunities for socialising alongside practical projects, such as woodwork and furniture upcycling.
12. Digipals - provides technology assistance to residents in libraries across the borough through volunteer support. Funding ceased in March 2023 and a new digital offer, including care technology, has been in place from April 2023.
13. In October 2022, Age UK Wandsworth was awarded an 18-month contract to provide three new services for Wandsworth Council: a building-based day centre service for older residents and those with disabilities and dementia; a pilot Outreach service to offer activities and companionship in a person's home environment; and a pilot Digital Assistive Technology service to enhance the Council's Digital Inclusion Strategy by supporting residents to develop technological independence in their homes. At the end of the 18-month period, in March 2023, the Outreach service was terminated; the Digital Assistive Technology service was wrapped into a new, separate contract; and the Day Centre service contract was extended for a further two years.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

14. We started Active Chats during the pandemic and it became Active Friends in 2022/23 as the service extended to offer exercise classes. Funding ended in March 2023 so we closed the service and the befriending element of it, but we retained our Yoga teacher and continue to offer chair-based yoga classes that residents can pay for to cover the cost of instruction.
15. Our Foot Clinic started to grow over the course of 2022/23 and is now running once per month and meets the basic footcare needs of Wandsworth residents who are not entitled to free NHS footcare. Trustees agreed to write off the deficit from set-up costs.
16. In the winter/spring of 2023, we introduced a 60+ Breakfast Club as part of Wandsworth Council's Warm Spaces and Warm Foods offer. The Breakfast Club offered hot food and drinks, Wi-Fi access, television, games, arts and crafts, and a staff member to chat to each day. Take up of this new service was limited, so we closed the service at the end of June 2023.
17. After funding from the Armed Forces Covenant Trust to tackle social isolation amongst older veterans and their families during the pandemic, we were left with a client group who needed support, but there was no other specialist service to signpost to once our Veterans' service ended. We kept in contact with the group and started a weekly Coffee Morning that has grown from strength to strength over the last year and is managed by the original Veterans clients themselves.

Volunteer Involvement

Age UK Wandsworth depends extensively on the commitment of over 350 volunteers who play a vital role in every aspect of the organisation's work, including befriending, escorting, support in the home, office administration, information and advice, and fundraising. Alongside paid staff, volunteers help us to deliver quality services.

ACHIEVEMENTS AND PERFORMANCE

The COVID-19 pandemic of 2020-2022 was swiftly followed by the national Cost of Living crisis. Whilst we continued to provide Wandsworth residents with our usual high-quality services to support their health and wellbeing at home and in the community, we had to focus on the additional challenges that a different national crisis now posed and this is particularly evident in the support outlined below to increase residents' financial benefits.

Our key achievements in 2022/23 included:

- Benefit gains of over £830K (up from £535K for 21/22) for clients advised by our Advice team
- 1,885 in-depth advice sessions delivered and 96% of residents successfully claimed for rights and entitlements, resulting in increased income
- Over 5,500 information guides provided to those in need of specific information and support
- 810 community digital sessions delivered to help older people learn how to use technology
- Over 2,000 activities delivered at the day centre to those with disabilities and dementia, which provides a subsidiary benefit of respite to unpaid carers
- 222 people matched to a volunteer befriender
- Over 3,000 befriending home visits and 11,563 volunteer hours spent on befriending alone
- Over 2,700 handyperson visits and over 1,240 individual Wandsworth older residents supported with jobs to assist hospital discharge and independent living
- 258 frail, older residents supported with a safe, hospital discharge and subsequent after care
- 2,691 hours of online food shopping support
- Development of new services in direct response to residents' needs, such as Active Friends, Scams Support, an Over 60s Breakfast Club, and MCST (Maintenance Cognitive Stimulation Therapy)
- Group exercise classes introduced, such as chair yoga and chair dance, with a total of 92 group sessions delivered.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Wandsworth for the year ended 31 March 2023. The financial situation of the charity remained stable at the end of the financial year and has benefitted greatly from the strong financial and operational performance over the previous three years.

Principal Funding Sources

£1,816,595 was received as Income from Charitable Activities in 2022/23 in comparison with £1,242,618 in 2021/22. Of this, Wandsworth Council contributed £1,218,706 compared with £726,588 in 2021/22, which was the result of a full year's contribution from the Gwynneth Morgan Day Centre contract.

NHS Wandsworth Clinical Commissioning Group (CCG) provided funding of £10,000 compared with £8,223 in 2021/22. We also received contract funding from Battersea Healthcare Community Interest Company, the local GP Federation, of £415,328, compared with £367,578 in 2021/22. The increase was due to falls prevention grants and Befriending Plus funding being rolled into the Better at Home contract.

Grants received in 2022-23 were as follows:

- Age UK, the national charity, awarded grants of £74,713 for Information and Advice and Maintenance Cognitive Stimulation Therapy
- The Henry Smith Charity, £13,333 for Information and Advice
- London & Quadrant Housing Trust (L&Q), £14,580 for Health and Exercise (Active Friends)
- Trust for London, £32,300 for Information and Advice
- ASDA, £1,000 for Roehampton Community Shed

The Fundraising and Marketing Committee continues to raise funds for services that are not fully funded and to raise the profile of the charity in the local community. We are particularly grateful to local residents who support us and raise money through taking part in sponsored events and other fundraising activity and for the local businesses and organisations who also supported us. In 2022/23 we raised a total of £12,897 through community fundraising activities. We do not take such generous donations, or grants awarded, lightly and we are rigorous about controlling back office expenditure in order to pour valuable funds into delivering services that directly impact the most vulnerable older people in the borough.

Reserves Policy and Financial Position

Total reserves increased during the year from £983,942 at end March 2022 to £1,345,919 at end March 2023. Of this, £106,932 is designated funding from a legacy and the unrestricted reserves totalled £460,227 at end March 2023.

It is the charity's policy to write off deficits on restricted funds against general funds for those projects that finished in that financial year. Trustees agreed to write off the deficit created by setting up the Foot Clinic service to allow it to operate at break even moving forward into 23/24. Trustees wish to utilise reserves to support the development of newer services that require additional capacity when they are initially established.

The organisation's reserves policy is to maintain reserves at a level representing approximately six months of non-contracted expenditure and one year expenditure on long term contracts, in order to safeguard the future of the charity. Given the uncertainty around the extension of contracts such as Better at Home, the requirement to seek new funding sources annually for our Information and Advice service, and operating in the current high inflation environment, trustees feel it is prudent to maintain a higher level of reserves than normal.

Trustees have also agreed a new Investment Policy and have plans in 2023/24 to invest some unrestricted reserves in savings funds to benefit from the current high rates of interest, which will be implemented through a secure online savings platform called Insignis.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

PLANS FOR FUTURE PERIODS

Age UK Wandsworth is committed to delivering a range of services for older people in the borough and responding to meet the changing needs of older people following on from the pandemic. Trustees will continue to monitor and evaluate existing services and will aim to maintain and develop services in the future through strategic development and successful fundraising in line with the strategic plan.

Trustees have designed a new 3-year Strategic Plan and it was agreed that focal points for the organisation would be Information and Advice, Digital Inclusion, Community Engagement, and Health and Exercise. In addition, Trustees have agreed an extension to the Gwynneth Morgan Day Centre contract commissioned by Wandsworth Council.

Statement as to Disclosure of Information to Auditors

So far as the directors are aware, there is no relevant audit information (as defined by Section 477 of the Companies Act 2006) of which the company's auditors are unaware, and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

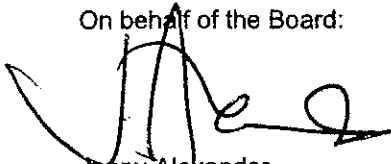
Auditors

A resolution proposing the re-appointment of Myrus Smith as auditors to the company will be put to the Annual General Meeting.

EXEMPTIONS FROM DISCLOSURES

This report has been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board:



Jenny Alexander
Co-Chair

20 October 2023

Age UK Wandsworth
549 Old York Road
London
SW18 1TQ

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Age Concern Wandsworth (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement on page 2, 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.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

Auditor's responsibilities for the audit of the financial statements .../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available 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 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.


Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

 October 2023

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2023 Total £	2022 Total £
Income						
Donations and legacies	2	54,473	-	54	54,527	121,980
Charitable activities	3	2,500	-	1,814,095	1,816,595	1,242,618
Other trading activities	4	12,897	-	-	12,897	19,326
Investments	5	9,553	-	-	9,553	427
Total		<u>79,423</u>	<u>-</u>	<u>1,814,149</u>	<u>1,893,572</u>	<u>1,384,351</u>
Expenditure						
Raising funds	6	2,526	-	-	2,526	6,078
Charitable activities	7	32,362	-	1,496,707	1,529,069	1,042,695
Total		<u>34,888</u>	<u>-</u>	<u>1,496,707</u>	<u>1,531,595</u>	<u>1,048,773</u>
Net income / (expenditure) for the year	11	44,535	-	317,442	361,977	335,578
Transfer between funds	16	(50,970)	-	50,970	-	-
Net movement in funds	16	(6,435)	-	368,412	361,977	335,578
Total funds as at 1 April 2022	16	466,662	106,932	410,348	983,942	648,364
Total funds at 31 March 2023	16	<u>£460,227</u>	<u>£106,932</u>	<u>£778,760</u>	<u>£1,345,919</u>	<u>£983,942</u>

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

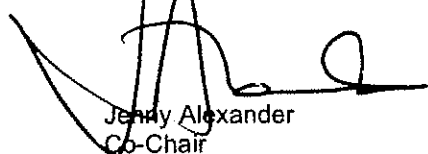
BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Current assets			
Debtors	13	81,661	77,866
Cash at bank and in hand		1,363,624	987,546
		<u>1,445,285</u>	<u>1,065,412</u>
Creditors: Amounts falling due within one year	14	99,366	81,470
Net assets	15	<u>£1,345,919</u>	<u>£983,942</u>
Funds			
Unrestricted - General	16	460,227	466,662
- Designated	16	106,932	106,932
Restricted	16	778,760	410,348
Total funds	16	<u>£1,345,919</u>	<u>£983,942</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 20 October 2023 and signed on its behalf by:


Jenny Alexander
Co-Chair

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

1. ACCOUNTING POLICIES (cont'd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets

All expenditure on capital items costing less than £1,000 is written off in the year of purchase.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Donations	9,812	54	9,866	22,980
Legacies	44,661	-	44,661	99,000
	<u>£54,473</u>	<u>£54</u>	<u>£54,527</u>	<u>£121,980</u>

All of the £121,980 recognised in 2022 related to unrestricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Wandsworth Borough Council				
- Better at Home	-	-	-	2,232
- Infection Control Fund	-	-	-	22,580
- Befriending Plus	-	-	-	18,750
- Crimes against Older People	-	5,000	5,000	4,500
- Digipals	-	55,765	55,765	61,142
- Other	1,000	-	1,000	2,750
- Active/LGBTQ Chats	-	14,733	14,733	14,017
- Gwynneth Morgan Day Centre	-	1,102,187	1,102,187	530,617
- Workforce Recruitment & Retention Grant	-	-	-	10,000
- Winter Pressures	-	40,021	40,021	60,000
Wandsworth Clinical Commissioning Group				
- Better at Home	-	-	-	1,358
- Active/LGBTQ Chats	-	-	-	6,865
- Roehampton Community Shed	-	10,000	10,000	-
Battersea Healthcare Community Interest Company				
- Better at Home	-	386,328	386,328	367,578
- Ageing Well	-	15,000	15,000	-
- Falls Prevention	-	14,000	14,000	-
The Henry Smith Charity				
- Information and Advice	-	13,333	13,333	40,000
Age UK				
- Information and Advice	-	62,909	62,909	16,655
- Active/LGBTQ Chats	-	11,804	11,804	12,450
- Other	-	-	-	10,000
Armed Forces Covenant Fund Trust				
- Information and Advice	-	-	-	17,884
Trust for London				
- Information and Advice	-	32,300	32,300	13,500
Rockets Cubed				
- Roehampton Community Shed	-	-	-	1,000
Battersea Crime Prevention Panel				
- Crimes against Older People	-	-	-	500
Health and Exercise (Active Friends)	-	14,580	14,580	10,414
ASDA				
- Roehampton Community Shed	-	1,000	1,000	-
Other income/grants	1,500	35,135	36,635	17,826
	<u>£2,500</u>	<u>£1,814,095</u>	<u>£1,816,595</u>	<u>£1,242,618</u>

Of the £1,242,618 recognised in 2022, £45,330 related to unrestricted funds and £1,197,288 to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Trading Commission – Age UK London Trading Ltd	-	-	-	4,517
Fundraising Activities	12,897	-	12,897	14,809
	<u>£12,897</u>	<u>£Nil</u>	<u>£12,897</u>	<u>£19,326</u>

All of the £19,326 recognised in 2022 related to unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Bank interest	<u>£9,553</u>	<u>£Nil</u>	<u>£9,553</u>	<u>£427</u>

All of the £427 recognised in 2022 related to unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs £	Support costs £	Total 2023 £	Total 2022 £
Salaries	896	-	896	5,810
Materials	108	-	108	268
Staff Expenses	73	-	73	-
Staff Recruitment	482	-	482	-
Fundraising Cost	967	-	967	-
	<u>£2,526</u>	<u>£Nil</u>	<u>£2,526</u>	<u>£6,078</u>

All of the £6,078 expenditure recognised in 2022 was charged to unrestricted funds and all were for support costs.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2023	Total 2022
Provision of information, advice and practical support to older people (Notes 8 & 9)	<u>£1,456,447</u>	<u>£72,622</u>	<u>£1,529,069</u>	<u>£1,042,695</u>

Of the £1,042,695 expenditure recognised in 2022, £54,075 was charged to unrestricted funds and £988,620 was charged to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

8. ANALYSIS OF DIRECT COSTS

	Total 2023 £	Total 2022 £
Staff salaries including payroll costs	998,781	666,816
Volunteer training and expenses	525	124
Staff training and expenses	10,313	16,331
Consultancy costs	495	1,624
Premises and related costs	249,675	144,059
Printing, postage and stationery	7,307	6,353
Office equipment maintenance and furniture	21,185	33,111
Telephone and fax	9,415	7,661
Handy person materials	37,270	34,054
Day Centre food purchase	11,472	5,457
Day Centre care expenses	6,905	611
Day Centre transport	84,295	34,722
Other direct costs	18,809	26,279
	<u>£1,456,447</u>	<u>£977,202</u>

9. ANALYSIS OF SUPPORT COSTS

	Total 2023 £	Total 2022 £
Staff salaries including payroll costs	46,031	39,534
Staff training and expenses	1,659	1,293
Other costs	2,545	2,639
Premises and related costs	8,535	6,930
Governance costs (see note 10)	11,484	12,017
Printing, postage and stationery	592	906
Office equipment, maintenance and furniture	1,224	1,396
Telephone and fax	552	778
	<u>£72,622</u>	<u>£65,493</u>

10. GOVERNANCE COSTS

	2023 £	2022 £
Audit fees	3,444	3,528
AGM	455	1,065
Insurance	7,585	7,424
	<u>£11,484</u>	<u>£12,017</u>

11. NET INCOME FOR THE YEAR

	2023	2022
This is stated after charging:		
Audit fees	£3,444	£3,528
Operating lease rentals	<u>£225,292</u>	<u>£136,355</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

12. STAFF COSTS

	2023 £	2022 £
Wages and salaries	920,171	630,720
Social security costs	79,486	50,208
Pension costs	43,867	29,359
Payroll administration	2,184	1,873
	<u>£1,045,708</u>	<u>£712,160</u>

The average number of employees during the year was as follows:

	2023 No.	2022 No.
Chief Executive	1.00	1.00
Administrative staff	1.80	1.30
Charitable activities	29.30	16.00
	<u>32.10</u>	<u>18.30</u>

1 employee (2022 : 1) received total employee benefits (excluding employer pension costs) which fell in the band £90,000 to £100,000 (2022 : £60,000 to £70,000).

The members of the Board received no remuneration or reimbursement of expenses (2022: £Nil).

Total employee benefits received by key management, including employer's pension costs, amounted to £101,726 (2022 - £73,861).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

13. DEBTORS

	2023 £	2022 £
Grants and directly charged services receivable (Accrued income)	43,685	52,007
Prepayments	37,976	25,859
	<u>£81,661</u>	<u>£77,866</u>

14. CREDITORS

Amounts falling due within one year	2023 £	2022 £
Accruals	48,544	51,102
Pensions	7,450	5,802
Deferred income	43,372	24,566
	<u>£99,366</u>	<u>£81,470</u>

Deferred income represents grants received in advance for 2023/24.

Deferred income analysis	2022 £	2021 £
As at 1 April 2022	24,566	59,739
Additions during the year	43,372	24,566
Amounts released to income	(24,566)	(59,739)
As at 31 March 2023	<u>£43,372</u>	<u>£24,566</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2023	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	460,496	106,932	877,857	1,445,285
Current liabilities	(269)	-	(99,097)	(99,366)
Net assets at 31 March 2023	£460,227	£106,932	£778,760	£1,345,919

Comparative information for the previous financial year is as follows:

2022	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	467,378	106,932	491,102	1,065,412
Current liabilities	(716)	-	(80,754)	(81,470)
Net assets at 31 March 2022	£466,662	£106,932	£410,348	£983,942

16. MOVEMENT IN FUNDS

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
2023					
Restricted funds:					
Information and Advice	41,592	108,542	108,846	44,662	85,950
Cold Weather and Amenity Fund	9,278	-	-	-	9,278
Digipals	27,029	56,015	35,399	-	47,645
Crimes against Older People	1,448	5,000	5,362	-	1,086
Roehampton Community Shed	7,944	11,059	8,606	-	10,397
Better at Home	208,119	432,447	342,498	12,356	310,424
Befriending Plus	12,356	-	-	(12,356)	-
Health & Exercise (Active Friends)	-	71,428	33,854	20,985	58,559
Active/LGBTQ Chats	20,985	-	-	(20,985)	-
Foot Clinic	(6,810)	1,759	1,257	6,308	-
Gwynneth Morgan Day Centre	88,407	1,127,899	960,885	-	255,421
Total restricted funds	410,348	1,814,149	1,496,707	50,970	778,760
Unrestricted funds:					
General funds	466,662	79,423	34,888	(50,970)	460,227
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	573,594	79,423	34,888	(50,970)	567,159
Total funds	£983,942	£1,893,572	£1,531,595	£Nil	£1,345,919

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

16. MOVEMENT IN FUNDS/contd...

Comparative information for the previous financial year is as follows:

2022	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
Restricted funds:	£	£	£	£	£
Information and Advice	53,041	88,039	99,488	-	41,592
Out and About	682	-	-	(682)	-
Cold Weather	9,278	-	-	-	9,278
Walking Netball	406	-	-	(406)	-
Digipals	(2,965)	63,405	38,033	4,622	27,029
Crimes against Older People	(748)	5,000	2,804	-	1,448
Roehampton Community Shed	14,072	1,036	7,164	-	7,944
Better at Home	112,977	437,287	342,145	-	208,119
Befriending Plus	6,549	18,750	12,943	-	12,356
COVID 19 Response	716	-	-	(716)	-
Active/LGBTQ Chats	6,864	43,747	30,714	1,088	20,985
COVID Shopping/Independent Shopper	4,622	-	-	(4,622)	-
Foot Clinic	(3,098)	350	4,062	-	(6,810)
Volunteer Management	(335)	-	-	335	-
Gwynneth Morgan Day Centre	-	539,674	451,267	-	88,407
Total restricted funds	202,061	1,197,288	988,620	(381)	410,348
Unrestricted funds:					
General funds	339,371	187,063	60,153	381	466,662
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	446,303	187,063	60,153	381	573,594
Total funds	£648,364	£1,384,351	£1,048,773	£Nil	£983,942

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

16. MOVEMENT IN FUNDS/contd...

Purpose of restricted funds

Restricted funds are funds that can only be used in accordance with specific restrictions imposed by the donor and used for the objectives set by them. These funds are detailed here:

Information and Advice Out and About	Information and advice on benefits, housing, health and other issues. Assisted trips out in the local community for housebound older people.
Cold Weather and Amenity Fund	Provision of services and items to older people in cold weather.
Digipals	Enabling older people to get online.
Crimes against Older People	Coordination of a multi-agency forum to raise awareness of crimes.
Roehampton Community Shed	Practical group activities mainly for men.
Better at Home	Support to remain living independently at home, support after discharge from hospital, support shopping deliveries and support for older people who feel isolated.
Walking Netball	Improving older people's mental and physical wellbeing.
Befriending Plus	Support for older people who feel isolated and provide practical help.
COVID 19 Response	Provide emergency food parcels and other supports during pandemic.
Active/LGBTQ Chats	Provide gentle chair-based exercises and telephone support.
COVID Shopping/Independent Shopper	Provide shopping service to older residents who are unable to shop for themselves during Coronavirus.
Health & Exercise (ActiveFriends)	Provide gentle chair-based exercises and telephone support.
Foot Clinic	Foot health.
Volunteer Management	Support and recruit volunteers.
Gwynneth Morgan Day Centre	Provide a specialist day care service, outreach and digital support for older people, people with disabilities and people with dementia.

Purpose of designated funds

The trustees have designated funds for the following purposes:

Sustainability Fund	To enable the charity to maintain operating capacity and to expand activities in the light of developments in technology and uncertainty over future funding.
Marketing	To promote the charity's activities and with a view to increasing income.
Premises and offices	To provide for costs arising on future lease expiry and costs of updating office systems.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

17. COMMITMENTS UNDER OPERATING LEASES

The total future minimum lease payments due under non-cancellable operating leases are as follows:

	2023 Land and Buildings £	2022 Land and Buildings £
Within one year	40,000	12,667
Within one to five years	13,333	-
	<u>£53,333</u>	<u>£12,667</u>

A tenancy at will exists between the charity and the London Borough of Wandsworth for the annual rental of a property of £120,000.

18. COMPANY STATUS

Age Concern Wandsworth is a private company limited by guarantee and has no share capital. It is incorporated in Great Britain and registered in England and Wales. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office can be found in the Reference and Administration details on page 1.

19. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net movement in funds	361,977	335,578
Interest receivable	(9,553)	(427)
(Increase)/decrease in debtors	(3,795)	(51,050)
Increase/(decrease) in creditors	17,896	2,845
Net cash provided by/(used in) operating activities	<u>£366,525</u>	<u>£286,946</u>

AGE CONCERN WANDSWORTH

England & Wales - Charity number 1069406

Accounts

AGE CONCERN WANDSWORTH

**(CHARITY NUMBER: 1069406)
(COMPANY NUMBER: 3531311)**

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

MYRUS SMITH
Chartered Accountants

**Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW**

AGE CONCERN WANDSWORTH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Age Concern Wandsworth is a Registered Charity and a Company limited by Guarantee governed by its Memorandum and Articles of Association. The charity is known as Age UK Wandsworth.

Trustees

The trustees, who are also the Directors of the company, who have held office during the year are as follows: -

Lara Sonola	Co-Chair
Jenny Alexander	Co-Chair
Phillip Francis	Treasurer
Richard Smuts	
Tony Tuck	(resigned September 2022)
Ambra Caruso	(resigned May 2022)
Peter Lloyd	
Miles Unwin	(resigned September 2022)
Kim Marshall	(appointed March 2022)
Karrie Liu	(appointed March 2022)
Anisha Mistry	(appointed March 2022)

President	The Mayor of Wandsworth
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CEO and Company Secretary	Natalie de Silva
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Charity number	1069406
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Company Number	3531311
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Registered Office	549 Old York Road London SW18 1TQ
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Auditor	Myrus Smith Norman House 8 Burnell Road Sutton Surrey SM1 4BW
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Bankers	CAF BANK LTD HSBC Charity Bank
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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

The trustees present their report together with the audited financial statements for the year ended 31 March 2022.

The financial statements comply with current statutory requirements, the memorandum and articles of association and Accounting and Reporting by Charities: Statement of Recommended Practice ('SORP') applicable to charities preparing their accounts in accordance with the Financial Reporting Statement applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Concern Wandsworth is an independent registered charity and a company limited by guarantee, responsible for its own policy, direction and funding. Operationally, the charity is now known as Age UK Wandsworth, after signing a Brand Partnership Agreement with the national charity Age UK, however, the legal name remains Age Concern Wandsworth. Throughout the rest of this report, the trading name of Age UK Wandsworth is used.

Age UK Wandsworth is also a member of the Age England Association, the successor to the Age Concern Federation.

Age UK Wandsworth is governed by a Board of Trustees. The Trustees are also Directors of the Company. Trustees are elected by members at the Annual General Meeting but the Board can also co-opt Trustees in accordance with the Articles of Association.

The Board of Trustees meets at least six times a year and is responsible for ensuring that the financial, legal and contractual requirements of the charity are met. It decides on the strategy and ensures that the organisation fulfils its objectives. The Board receives reports from the Policy and Finance Committee which meets in the intervening months to oversee the finances, policy direction and to consider personnel matters, such as pay and remuneration.

The Board delegates day-to-day management and decision making of the charity to the Chief Executive, who works closely with the service co-ordinators to ensure the smooth and effective running of the charity. The Chief Executive reports to the Co-Chairs and the Board.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Age UK Wandsworth for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accountancy Practice).

Company law requires the trustees to prepare financial statements for each financial year. 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 incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board conducts an annual risk assessment, in which major risks to the charity are identified and reviewed and systems and procedures to manage the risks are established and updated. Trustees receive reports from the Chief Executive and from services' co-ordinators. In addition, Trustees review Age UK Wandsworth's portfolio of policies and procedures on a cyclical basis as well as the introduction of new policies and procedure as appropriate. All trustees give their time voluntarily.

Trustee Recruitment and Induction

Trustees are recruited through a variety of methods, including targeted recruitment initiatives, personal contact and recommendation. The Trustees endeavour to ensure that there is a balance of skills, gender, age and cultural backgrounds represented and that they are also representative of older people in Wandsworth.

New trustees are inducted by the Chief Executive and more experienced trustees. They are also able to attend Trustee Induction programmes run by Age UK Wandsworth, where available.

Older People

Older People are at the centre of service planning and are involved in all aspects of the charity's strategic and operational management, including active Board of Trustee participation.

Equal Opportunities

Age UK Wandsworth is committed to the principle of equal opportunity in all aspects of its work from service delivery through to employment and management of its employees and volunteers.

Age UK Wandsworth also believes that all older people should receive services that meet their needs. As part of this commitment it works to ensure that its own services and resources are relevant to the needs of older people and are perceived by those in need as relevant and accessible.

We have an Equalities, Diversity and Inclusion (EDI) Policy to ensure we are a truly inclusive organisation.

OBJECTIVES AND ACTIVITIES

Objects of the charity

The Objects for which Age UK Wandsworth is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Wandsworth:

- i. preventing or relieving the poverty of older people;
- ii. advancing education;
- iii. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- iv. promoting equality and diversity;
- v. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

- vi. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

The outcome of this being the promotion of the well-being of older people.

All activities of Age UK Wandsworth are of a charitable purpose.

Mission

Age UK Wandsworth's mission statement is to develop a wide range of services that enable and enhance the independence and wellbeing of older people in Wandsworth.

Aims and objectives

The strategic plan for 2019-22 outlines the following aims and objectives:

To support older people in Wandsworth to:

- enjoy healthy and independent lives
- live well in their homes for as long as they wish and are able to
- participate in their community

To deliver high-quality, person-centred services that meet people's needs and have high levels of user satisfaction:

- Older people have choice and control over what services they receive and how
- Services and support are tailored to the needs of individuals
- User voice in planning and delivery
- Accessible

To ensure older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs and context for delivering local services:

- Fundraising strategy to increase funding and diversify funding base
- Flexible and committed staff and volunteers
- Collaboration and partnership working with others, within the borough and with the Age UK network
- Marketing strategy to ensure people know about us

Ensuring our work delivers our aims

Age UK Wandsworth has a yearly operational plan which outlines how the strategic aims will be delivered. The operational plan details objectives and actions and is used by staff and trustees to ensure that our aims are delivered. The operational plan is reviewed annually and revised in light of achievements. It is used as the starting point for reviewing priorities and objectives for the following year. It will also be used to inform our funders, commissioners and partners.

We follow the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. Public benefits from our work includes older people in Wandsworth:

- Understanding their rights to financial assistance and protection
- Receiving information and support to manage emotional, physical and mental health issues
- Decreasing loneliness and social isolation by accessing befriending and group activities

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

Services

Age UK Wandsworth remains an autonomous, local organisation providing direct services to older people in response to local need and available funding. Age UK Wandsworth's strategy is to build on the services it currently offers, developing new strands of activity or expanding the services to reach more people in line with our strategic aims and objectives.

Our activities are preventative and improve the quality of life of older people living in the borough of Wandsworth. By preventative services we mean:

- services that help to prevent or delay the need for more costly intensive services; and
- strategies and approaches that promote the quality of life of older people and their engagement with the wider community

The services we provided in 2021/22 for older people are detailed below. These services are available to all people over the age of 60 within the borough of Wandsworth.

Information and Advice

1. First Contact Information Service – provides information and signposting to other agencies. Information is provided in the office, over the telephone, via email and through home visits.
2. Advice service - provides in-depth advice and support on a range of issues from benefit entitlements, housing and community care issues, etc. Advice is provided in the office, over the telephone, via email, outreach and through home visits.
3. Better at Home - provides voluntary sector support to Wandsworth's Community Wards, a multi-disciplinary team supporting patients in their own homes to prevent hospital admissions.
4. Crimes against Older People – co-ordination of a multi-agency forum to raise awareness of crimes against older people.
5. Age UK Wandsworth has a small Amenity Fund and can distribute grants of up to £200 to older people in financial need.

Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their own homes to enable them to remain living independently at home and to maintain their health and well-being. These include:

6. The Be-a-Friend Service - matches volunteers with housebound older people to lessen the impact of social isolation. A telephone support service is also provided.
7. The Handyperson Service (Better at Home) - undertakes falls prevention work and practical help with minor repairs in the home to assist those unable to carry out tasks for themselves. The service enables people to live independently and safely in their own homes.
8. Online Shopping Service - provides internet grocery shopping for those who do not have access to a computer and arranges shopping deliveries to the door through supermarket online services.
9. The Hospital Discharge Support service (Better at Home) - provides volunteer support for up to six weeks when someone is discharged from hospital.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

10. Befriending Plus Service - this was a pilot project funded by Wandsworth Council from September 2020 to August 2021 and it has now been wrapped into the wider Better at Home contract. It is a befriending programme with additional weekly practical support provided by volunteers in conjunction with existing care packages, or as a preventative measure.

Additional Services

11. Roehampton Community Shed – started in 2017 (initially known as the Men's Shed) and continues to provide opportunities for socialising alongside practical projects, such as woodwork and furniture upcycling.
12. Digipals – started in 2018 and provides technology assistance to residents in libraries across the borough through volunteer support.
13. The impact of the COVID-19 pandemic on Age UK Wandsworth's clients' needs and their physical and mental wellbeing continued all the way through 2021/22. We developed new services to support changing needs, such as Independent Shopper (to teach people how to shop online independently) and Active Chats (to support people to exercise and retain mobility via a telephone or video call with a trained volunteer whilst safely shielding from COVID-19 at home).
14. In October 2022, Age UK Wandsworth was awarded an 18-month contract to provide three new services for Wandsworth Council: a building-based day centre service for older residents and those with disabilities and dementia; a pilot Outreach service to offer activities and companionship in a person's home environment; and a pilot Digital Assistive Technology service to enhance the Council's Digital Inclusion Strategy by supporting residents to develop technological independence in their homes.

Volunteer Involvement

Age UK Wandsworth depends extensively on the commitment of over 350 volunteers who play a vital role in every aspect of the organisation's work, including befriending, escorting, support in the home, office administration, information and advice, and fundraising. Alongside paid staff, volunteers help us to deliver quality services. The dedication of our existing volunteer base and the recruitment of over 100 new volunteers at the height of the pandemic allowed us to respond quickly to the emerging needs of older people in the borough as the pandemic progressed in 2021/22.

ACHIEVEMENTS AND PERFORMANCE

The COVID-19 pandemic, which encompassed the whole of 2020/21 and much of 2021/22, necessitated a change in our organisation's approach and activities. Whilst we continued to provide Wandsworth residents with our usual high-quality services, improving their quality of life within our capabilities, we also had to focus on new challenges the crisis posed while the country was in lockdown.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

Our key achievements in 2021/22 included:

- Organisation of an emergency food service for 13 weeks that utilised the vacant Town Hall and facilitated the delivery of over 3,500 food parcels to vulnerable older people in Wandsworth
- Development of new services, such as Active Chats, LGBTQ Chats and Independent Shopper, specifically geared towards those shielding, or otherwise largely housebound, due to lockdowns
- Benefit gains of over £535K for clients advised by our Advice team
- Almost 5,000 information guides provided to those in need of specific information and support
- 223 people matched to a volunteer befriender
- 821 home visits – many carried out in gardens or on doorsteps due to social distancing
- Nearly 11,000 telephone befriending calls
- Over 2,400 handyperson visits and over 400 hospital discharge jobs, such as key safes
- 591 digital sessions delivered to help older people learn how to use technology

These figures are remarkable given that the country was in lockdown for much of the year, but our staff at Age UK Wandsworth continued to work hard on the front line to support those most in need in Wandsworth.

In addition, we continued to work on growing the organisation and extending our impact in Wandsworth. We were awarded a large contract to operate a day centre for Wandsworth Council, meaning that we now work on two sites in Wandsworth Town. This brand new day centre has a unique delivery model, combining older people with clients with disabilities and dementia, who had previously been accommodated in two entirely separate day centres, which were operated by two different providers. Consequently, our staff body tripled in size on 1st October 2021, as did our annual income.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age UK Wandsworth for the year ended 31 March 2022. The financial situation of the charity remains on a stable basis at the year end and has benefitted greatly from the strong financial and operational performance over the previous two years covering the COVID-19 pandemic, as well as the addition of the day centre contract to our portfolio.

Principal Funding Sources

£1,242,618 was received as Income from Charitable Activities in 2021/22 in comparison with £778,186 in 2020/21. Of this, Wandsworth Council contributed £726,588 compared with £89,269 in 2020/21.

NHS Wandsworth Clinical Commissioning Group (CCG) provided funding of £8,223 compared with £4,720 in 2020/21. We also received contract funding from Battersea Healthcare Community Interest Company, the local GP Federation, of £367,578, compared with £341,329 in 2020/21.

Grants received in 2021/22 were as follows:

- Age UK, the national charity, awarded grants of £39,105
- The Henry Smith Charity, £40,000 for information and advice
- Armed Forces Covenant Fund Trust, £17,884 for information and advice
- Trust for London, £13,500 for information and advice
- Rackets Cubed, £1,000 for Roehampton Shed service
- Battersea Crime Prevention Panel, £500 for Crimes against Older People
- London & Quadrant Housing Trust, £10,414 for Active/LGBTQ Chats

The Fundraising and Marketing Committee continues to raise funds for services that are not fully funded and to raise the profile of the charity in the local community. We are particularly grateful to local residents who support us and raise money through taking part in sponsored events and other fundraising activities and for the local businesses and organisations who also supported us. In 2021/22 we raised a total of £14,809 through community fundraising activities. We do not take such generous donations, or grants awarded, lightly and we are rigorous about controlling back office expenditure in order to pour valuable funds into delivering services that directly impact the most vulnerable older people in the borough.

Reserves Policy and Financial Position

Total reserves increased during the year from £648,364 at the end of March 2021 to £983,942 at the end of March 2022. Of this, £106,932 is designated funding from a legacy and the unrestricted reserves totalled £466,662 at end March 2022. The increase in unrestricted reserves during 2021/22 arose from the generosity of funders and the general public during the COVID-19 crisis, as explained above.

It is the charity's policy to write off deficits on restricted funds against general funds for those projects that finished in that financial year.

We were grateful to receive a large legacy of £99,000 that we have allocated towards funding our Information and Advice service in 2022/23, which is only part-funded thus far.

The reserves policy is to maintain reserves at a level representing approximately six months of non-contracted expenditure and one year expenditure on long term contracts, in order to safeguard the future of the charity, particularly whilst operating in a high inflation environment in 2022/23. The increase in our reserves during 2021/22 corresponds to the increase in the services we offer and will be utilised to ensure the continuation of our core services, some of which are not currently fully funded, such as Information and Advice, and to develop new services and activities to meet emerging needs we identify in the borough.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

PLANS FOR FUTURE PERIODS

Age UK Wandsworth is committed to delivering a range of services for older people in the borough and responding to meet the changing needs of older people following on from the pandemic. Trustees will continue to monitor and evaluate existing services and will aim to maintain and develop services in the future through strategic development and successful fundraising in line with the strategic plan.

Trustees met in February 2022 to design a new 3 year Strategic Plan and it was agreed that focal points for the organisation over the next 3 years would be Information and Advice, Digital Inclusion, and Health and Exercise. We wish to provide group exercise opportunities to older residents, subject to future funding, as this is a new service offer for our organisation and we are aware that exercise simultaneously tackles loneliness and social isolation and reduces the risk of falls and hospital admission.

In addition, Trustees have agreed they would welcome an extension to the Gwynneth Morgan contract commissioned by Wandsworth Council.

Statement as to Disclosure of Information to Auditor

So far as the directors are aware, there is no relevant audit information of which the charitable company's auditor is unaware, and each director has taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

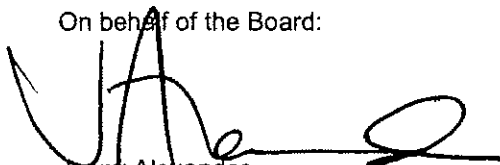
Auditor

A resolution proposing the re-appointment of Myrus Smith as auditor to the company will be put to the Annual General Meeting.

Exemptions from Disclosures

This report has been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board:


Jenny Alexander
Co-Chair

14 October 2022

Age UK Wandsworth
549 Old York Road
London
SW18 1TQ

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH **(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Age Concern Wandsworth (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' 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.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2022

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement on page 2, 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.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2022

Auditor's responsibilities for the audit of the financial statements .../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available 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 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.


Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

14 October 2022

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2022 Total £	2021 Total £
Income						
Donations and legacies	2	121,980	-	-	121,980	8,438
Charitable activities	3	45,330	-	1,197,288	1,242,618	778,186
Other trading activities	4	19,326	-	-	19,326	57,406
Investments	5	427	-	-	427	953
Total		<u>187,063</u>	<u>-</u>	<u>1,197,288</u>	<u>1,384,351</u>	<u>844,983</u>
Expenditure						
Raising funds	6	6,078	-	-	6,078	2,146
Charitable activities	7	54,075	-	988,620	1,042,695	667,140
Total		<u>60,153</u>	<u>-</u>	<u>988,620</u>	<u>1,048,773</u>	<u>669,286</u>
Net income / (expenditure) for the year	11	126,910	-	208,668	335,578	175,697
Transfer between funds	16	381	-	(381)	-	-
Net movement in funds	16	127,291	-	208,287	335,578	175,697
Total funds as at 1 April 2021	16	339,371	106,932	202,061	648,364	472,667
Total funds at 31 March 2022	16	<u>£466,662</u>	<u>£106,932</u>	<u>£410,348</u>	<u>£983,942</u>	<u>£648,364</u>

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

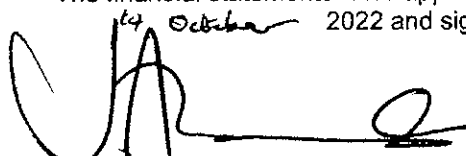
BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Current assets			
Debtors	13	77,866	26,816
Cash at bank and in hand		987,546	700,173
		<u>1,065,412</u>	<u>726,989</u>
Creditors: Amounts falling due within one year	14	81,470	78,625
Net assets	15	<u>£983,942</u>	<u>£648,364</u>
Funds			
Unrestricted - General	16	466,662	339,371
- Designated	16	106,932	106,932
Restricted	16	410,348	202,061
Total funds	16	<u>£983,942</u>	<u>£648,364</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 14 October 2022 and signed on its behalf by:


Jenny Alexander
Co-Chair

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Net cash provided by/(used in) operating activities	20	286,946	280,642
Cash flows from investing activities			
Interest received	5	427	953
Increase/(decrease) in cash and cash equivalents in the year		287,373	281,595
Cash and cash equivalents at the beginning of the year		700,173	418,578
Total cash and cash equivalents at the end of the year		<u>£987,546</u>	<u>£700,173</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>£987,546</u>	<u>£700,173</u>

The notes on pages 16 to 26 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparation and assessment of going concern

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 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. The financial statements are presented in sterling which is the functional currency of the charity.

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.

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

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time or on a basis which is designed to reflect the use of the resources.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

1. ACCOUNTING POLICIES (cont'd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets

All expenditure on capital items costing less than £1,000 is written off in the year of purchase.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Donations	22,980	-	22,980	5,638
Legacies	99,000	-	99,000	2,800
	<u>£121,980</u>	<u>£Nil</u>	<u>£121,980</u>	<u>£8,438</u>

All of the £8,438 recognised in 2021 related to unrestricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Wandsworth Borough Council				
- Better at Home	-	2,232	2,232	-
- Emergency Fund	-	-	-	10,000
- Infection Control Fund	22,580	-	22,580	11,101
- Be-a-Friend	-	-	-	1,116
- Befriending Plus	-	18,750	18,750	26,250
- Crimes against Older People	-	4,500	4,500	5,000
- Digipals	-	61,142	61,142	3,645
- Out and About	-	-	-	9,766
- Independent Shopper	-	-	-	9,258
- Other	2,750	-	2,750	13,133
- Active/LGBTQ Chats	-	14,017	14,017	-
- Gwynneth Morgan Day Centre	-	530,617	530,617	-
- Workforce Recruitment & Retention Grant	10,000	-	10,000	-
- Winter Pressure	-	60,000	60,000	-
Wandsworth Clinical Commissioning Group				
- Out and About	-	-	-	2,370
- Better at Home	-	1,358	1,358	-
- Active/LGBTQ Chats	-	6,865	6,865	2,350
Battersea Healthcare Community Interest Company				
- Better at Home	-	367,578	367,578	341,329
The Henry Smith Charity				
- Information and Advice	-	40,000	40,000	40,000
Age UK				
- Information and Advice	-	16,655	16,655	-
- Active/LGBTQ Chats	-	12,450	12,450	10,232
- Warm Home Programme	-	-	-	15,802
- Other	10,000	-	10,000	47,797
City Bridge Trust				
- Information and Advice	-	-	-	46,583
Armed Forces Covenant Fund Trust				
- Information and Advice	-	17,884	17,884	18,116
Trust for London				
- Information and Advice	-	13,500	13,500	-
Rockets Cubed				
- Roehampton Community Shed	-	1,000	1,000	-
Battersea Crime Prevention Panel				
- Crimes against Older People	-	500	500	-

AGE CONCERN WANDSWORTH
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
London Community Foundation				
- Digipals	-	-	-	7,307
- COVID 19 Response	-	-	-	19,110
- Information and Advice	-	-	-	17,700
- Volunteer Management	-	-	-	21,695
- Other	-	-	-	5,980
Wimbledon Foundation				
- COVID 19 Response	-	-	-	5,000
- Other	-	-	-	5,000
Postcode Community Trust				
- Digipals	-	-	-	1,560
- Other	-	-	-	11,544
National Lottery Community Fund				
- Active/LGBTQ Chats	-	-	-	13,972
- COVID Shopping	-	-	-	13,972
London & Quadrant Housing Trust				
- COVID Shopping	-	-	-	10,000
- Active/LGBTQ Chats	-	10,414	10,414	-
Battersea Power Station Foundation				
- COVID 19 Response	-	-	-	5,000
Roehampton Parish Trust				
- COVID 19 Response	-	-	-	5,000
Anthony & Pat Charitable Foundation				
- Active/LGBTQ Chats	-	-	-	1,000
- COVID 19 Response	-	-	-	1,000
Big Local SW11				
- COVID 19 Response	-	-	-	4,205
London Community Fund				
- COVID 19 Response	-	-	-	5,000
Other income/grants	-	17,826	17,826	10,293
	<u>£45,330</u>	<u>£1,197,288</u>	<u>£1,242,618</u>	<u>£778,186</u>

Of the £778,186 recognised in 2021, £106,875 related to unrestricted funds and £617,311 to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Trading Commission – Age UK London Trading Ltd	4,517	-	4,517	2,066
Fundraising Activities	14,809	-	14,809	55,340
	<u>£19,326</u>	<u>£Nil</u>	<u>£19,326</u>	<u>£57,406</u>

All of the £57,406 recognised in 2021 related to unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Bank interest	<u>£427</u>	<u>£Nil</u>	<u>£427</u>	<u>£953</u>

All of the £953 recognised in 2021 related to unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs £	Support costs £	Total 2022 £	Total 2021 £
Salaries	5,810	-	5,810	1,300
Materials	268	-	268	796
Subscription	-	-	-	50
	<u>£6,078</u>	<u>£Nil</u>	<u>£6,078</u>	<u>£2,146</u>

All of the £2,146 expenditure recognised in 2021 was charged to unrestricted funds and all were for support costs.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2022	Total 2021
Provision of information, advice and practical support to older people (Notes 8 & 9)	<u>£977,202</u>	<u>£65,493</u>	<u>£1,042,695</u>	<u>£667,140</u>

Of the £667,140 expenditure recognised in 2021, £73,952 was charged to unrestricted funds and £593,188 was charged to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

8. ANALYSIS OF DIRECT COSTS	Total 2022 £	Total 2021 £
Staff salaries including payroll costs	666,816	432,730
Volunteer training and expenses	124	1,144
Staff training and expenses	16,331	3,066
Consultancy costs	1,624	1,405
Redundancy costs	-	1,237
Premises and related costs	144,059	39,132
Printing, postage and stationery	6,353	4,765
Office equipment maintenance and furniture	33,111	23,400
Telephone and fax	7,661	6,053
COVID Emergency fund	-	17,278
Handy person materials	34,054	31,505
Day Centre food purchase	5,457	-
Day Centre care expenses	611	-
Day Centre transport	34,722	-
Other direct costs	26,279	27,560
	<u>£977,202</u>	<u>£589,275</u>
9. ANALYSIS OF SUPPORT COSTS	Total 2022 £	Total 2021 £
Staff salaries including payroll costs	39,534	47,621
Staff training and expenses	1,293	24
Other costs	2,639	516
Premises and related costs	6,930	9,206
Governance costs (see note 10)	12,017	6,172
Printing, postage and stationery	906	1,285
Office equipment, maintenance and furniture	1,396	11,801
Telephone and fax	778	1,240
	<u>£65,493</u>	<u>£77,865</u>
10. GOVERNANCE COSTS	2022 £	2021 £
Audit fees	3,528	3,240
AGM	1,065	700
Insurance	7,424	2,232
	<u>£12,017</u>	<u>£6,172</u>
11. NET INCOME FOR THE YEAR	2022	2021
This is stated after charging:		
Audit fees	£3,528	£3,240
Operating lease rentals	<u>£136,355</u>	<u>£41,619</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

12. STAFF COSTS

	2022 £	2021 £
Wages and salaries	630,720	427,698
Social security costs	50,208	33,164
Pension costs	29,359	19,578
Payroll administration	1,873	1,212
	<u>£712,160</u>	<u>£481,652</u>

The average number of employees during the year was as follows:

Particulars of employees:	2022 No.	2021 No.
Chief Executive	1.00	1.00
Administrative staff	1.30	0.50
Charitable activities	16.00	10.30
	<u>18.30</u>	<u>11.80</u>

One employee (2021 : Nil) received total employee benefits (excluding employer pension costs) which fell in the band £60,000 to £70,000.

The members of the Board received no remuneration or reimbursement of expenses (2021: £Nil).

Total employee benefits received by key management, including employer's pension costs, amounted to £73,861 (2021 - £70,047).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

13. DEBTORS

	2022 £	2021 £
Grants and directly charged services receivable (Accrued income)	52,007	22,140
Prepayments	25,859	4,676
	<u>£77,866</u>	<u>£26,816</u>

14. CREDITORS:

Amounts falling due within one year	2022 £	2021 £
Accruals	51,102	15,637
Pensions	5,802	3,249
Deferred income	24,566	59,739
	<u>£81,470</u>	<u>£78,625</u>

Deferred income represents grants received in advance for 2022/23.

Deferred income analysis	2022 £	2021 £
As at 1 April 2021	59,739	38,704
Additions during the year	24,566	59,739
Amounts released to income	(59,739)	(38,704)
As at 31 March 2022	<u>£24,566</u>	<u>£59,739</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2022	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	467,378	106,932	491,102	1,065,412
Current liabilities	(716)	-	(80,754)	(81,470)
Net assets at 31 March 2022	£466,662	£106,932	£410,348	£983,942

Comparative information for the previous financial year is as follows:

2021	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	339,697	106,932	280,360	726,989
Current liabilities	(326)	-	(78,299)	(78,625)
Net assets at 31 March 2021	£339,371	£106,932	£202,061	£648,364

16. MOVEMENT IN FUNDS

2022	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds:					
Information and Advice	53,041	88,039	99,488	-	41,592
Out and About	682	-	-	(682)	-
Cold Weather	9,278	-	-	-	9,278
Walking Netball	406	-	-	(406)	-
Digipals	(2,965)	63,405	38,033	4,622	27,029
Crimes against Older People	(748)	5,000	2,804	-	1,448
Roehampton Community Shed	14,072	1,036	7,164	-	7,944
Better at Home	112,977	437,287	342,145	-	208,119
Befriending Plus	6,549	18,750	12,943	-	12,356
COVID 19 Response	716	-	-	(716)	-
Active/LGBTQ Chats	6,864	43,747	30,714	1,088	20,985
COVID Shopping/Independent Shopper	4,622	-	-	(4,622)	-
Foot Clinic	(3,098)	350	4,062	-	(6,810)
Volunteer Management	(335)	-	-	335	-
Gwynneth Morgan Day Centre	-	539,674	451,267	-	88,407
Total restricted funds	202,061	1,197,288	988,620	(381)	410,348
Unrestricted funds:					
General funds	339,371	187,063	60,153	381	466,662
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	446,303	187,063	60,153	381	573,594
Total funds	£648,364	£1,384,351	£1,048,773	£Nil	£983,942

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

16. MOVEMENT IN FUNDS/contd...

Comparative information for the previous financial year is as follows:

2021	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
Restricted funds:	£	£	£	£	£
Be-a-Friend	11,205	-	-	(11,205)	-
Shopping	(11,445)	-	-	11,445	-
Information and Advice	16,250	134,241	97,450	-	53,041
Out and About	2,992	12,136	14,446	-	682
Cold Weather	9,278	-	-	-	9,278
Walking Netball	406	-	-	-	406
Digipals	5,226	16,551	24,742	-	(2,965)
Crimes against Older People	(621)	5,000	5,127	-	(748)
Roehampton Community Shed	18,157	-	4,085	-	14,072
Better at Home	72,490	347,839	307,112	(240)	112,977
Befriending Plus	-	26,250	19,701	-	6,549
COVID 19 Response	-	46,815	46,099	-	716
Active/LGBTQ Chats	-	27,554	20,690	-	6,864
COVID Shopping/Independent Shopper	-	33,230	28,608	-	4,622
Foot Clinic	-	-	3,098	-	(3,098)
Volunteer Management	-	21,695	22,030	-	(335)
Total restricted funds	123,938	671,311	593,188	-	202,061
Unrestricted funds:					
General funds	241,797	173,672	76,098	-	339,371
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	348,729	173,672	76,098	-	446,303
Total funds	£472,667	£844,983	£669,286	£Nil	£648,364

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

16. MOVEMENT IN FUNDS/contd...

Purpose of restricted funds

Restricted funds are funds that can only be used in accordance with specific restrictions imposed by the donor and used for the objectives set by them. These funds are detailed here:

Information and Advice	Information and advice on benefits, housing, health and other issues.
Out and About	Assisted trips out in the local community for housebound older people.
Cold Weather	Provision of services and items to older people in cold weather.
Digipals	Enabling older people to get online
Crimes against Older People	Coordination of a multi-agency forum to raise awareness of crimes.
Roehampton Community Shed	Practical group activities mainly for men.
Better at Home	Support to remain living independently at home, support after discharge from hospital, support shopping deliveries and support for older people who feel isolated.
Walking Netball	Improving older people's mental and physical wellbeing.
Befriending Plus	Support for older people who feel isolated and provide practical help.
COVID 19 Response	Provide emergency food parcels and other supports during pandemic.
Active/LGBTQ Chats	Provide gentle chair-based exercises and telephone support.
COVID Shopping/	Provide shopping service to older residents who are unable to shop for themselves during Coronavirus.
Independent Shopper	
Foot Clinic	Foot health.
Volunteer Management	Support and recruit volunteers
Gwynneth Morgan Day Centre	Provide a specialist day care service, outreach and digital support for older people, people with disabilities and people with dementia.
Be-a-Friend	Volunteer support for older people who feel isolated (combined with Better at Home from 2020-2021.
Shopping	Shopping deliveries to the door (combined with Better at Home from 2020-2021.

Purpose of designated funds

The trustees have designated funds for the following purposes:

Sustainability Fund	To enable the charity to maintain operating capacity and to expand activities in the light of developments in technology and uncertainty over future funding.
Marketing	To promote the charity's activities and with a view to increasing income.
Premises and offices	To provide for costs arising on future lease expiry and costs of updating office systems.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022
/contd...

17. COMMITMENTS UNDER OPERATING LEASES

The total future minimum lease payments due under non-cancellable operating leases are as follows:

	2022 Land and Buildings £	2021 Land and Buildings £
Within one year	12,667	38,000
Within one to five years	-	12,667
	<u>£12,667</u>	<u>£50,667</u>

18. COMPANY STATUS

Age Concern Wandsworth is a private company limited by guarantee and has no share capital. It is incorporated in Great Britain and registered in England and Wales. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office can be found in the Reference and Administration details on page 1.

19. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net movement in funds	335,578	175,697
Interest receivable	(427)	(953)
(Increase)/decrease in debtors	(51,050)	92,556
Increase/(decrease) in creditors	2,845	13,342
Net cash provided by/(used in) operating activities	<u>£286,946</u>	<u>£280,642</u>

Accounts

AGE CONCERN WANDSWORTH

**(CHARITY NUMBER: 1069406)
(COMPANY NUMBER: 3531311)**

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

MYRUS SMITH
Chartered Accountants

Norman House,
8 Burnell Road,
Sutton, Surrey,
SM1 4BW

AGE CONCERN WANDSWORTH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY

Age Concern Wandsworth is a Registered Charity and a Company limited by Guarantee governed by its Memorandum and Articles of Association. The charity is known as Age UK Wandsworth.

Trustees

The trustees, who are also the Directors of the company for the purpose of charity law and who have held office during the year and since the year end were as follows: -

Lara Sonola	Co-Chair
Jenny Alexander	Co-Chair
Phillip Francis	Treasurer
Nathalie Gibson-Wilson	(resigned March 2021)
Liz Halksworth	(resigned December 2020)
Richard Smuts	
Tony Tuck	
Ambra Caruso	
Peter Lloyd	
Miles Unwin	(appointed December 2020)

President	The Mayor of Wandsworth
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CEO and Company Secretary	Natalie de Silva
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Charity number	1069406
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Company Number	3531311
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Registered Office	549 Old York Road London SW18 1TQ
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Auditors	Myrus Smith Chartered Accountants Norman House 8 Burnell Road Sutton Surrey SM1 4BW
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Bankers	CAF BANK LTD HSBC Charity Bank
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AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

The trustees present their report together with the audited financial statements for the year ended 31 March 2021.

The financial statements comply with current statutory requirements, the memorandum and articles of association and Accounting and Reporting by Charities: Statement of Recommended Practice ('SORP') applicable to charities preparing their accounts in accordance with the Financial Reporting Statement applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Concern Wandsworth is an independent charity, responsible for its own policy, direction and funding. Operationally, the charity is now known as Age UK Wandsworth, after signing a Brand Partnership Agreement with the national charity Age UK, however, the legal name remains Age Concern Wandsworth. Throughout the rest of this report, the trading name of Age UK Wandsworth is used.

Age UK Wandsworth is also a member of the Age England Association, the successor to the Age Concern Federation.

Age UK Wandsworth is governed by a Board of Trustees. The Trustees are also Directors of the Company. Trustees are elected by members at the Annual General Meeting but the Board can also co-opt Trustees in accordance with the Articles of Association.

The Board of Trustees meets at least six times a year and is responsible for ensuring that the financial, legal and contractual requirements of the charity are met. It decides on the strategy and ensures that the organisation fulfils its objectives. The Board receives reports from the Policy and Finance Committee which meets in the intervening months to oversee the finances, policy direction and to consider personnel matters.

The Board delegates day-to-day management and decision making of the charity to the Chief Executive, who works closely with the service co-ordinators to ensure the smooth and effective running of the charity. The Chief Executive reports to the Co-Chairs and the Board.

Statement of Trustees' Responsibilities

The trustees (who are directors of Age UK Wandsworth for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accountancy Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

The Board conducts an annual risk assessment, in which major risks to the charity are identified and reviewed and systems and procedures to manage the risks are established and updated.

Trustees receive reports from the Chief Executive and from services' co-ordinators. In addition, Trustees review Age UK Wandsworth's portfolio of policies and procedures on a cyclical basis as well as the introduction of new policies and procedure as appropriate. All trustees give their time voluntarily.

Trustee Recruitment and Induction

Trustees are recruited through a variety of methods, including targeted recruitment initiatives, personal contact and recommendation. The Trustees endeavour to ensure that there is a balance of skills, gender, age and cultural backgrounds represented and that they are representative of older people in Wandsworth generally.

New trustees are inducted by the Chief Executive and more experienced trustees. They are also able to attend Trustee Induction programmes run by Age UK.

Older People

Older People are at the centre of service planning and are involved in all aspects of the charity's strategic and operational management, including active Board of Trustee participation.

OBJECTIVES AND ACTIVITIES

Objects of the charity

The Objects for which Age UK Wandsworth is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Wandsworth:

- i. preventing or relieving the poverty of older people;
- ii. advancing education;
- iii. preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- iv. promoting equality and diversity;
- v. assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- vi. such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

The outcome of this being the promotion of the well-being of older people.

All activities of Age UK Wandsworth are of a charitable purpose.

Mission

Age UK Wandsworth's mission statement is "to promote the well-being of all older people and to help make life a fulfilling experience".

Aims and objectives

The strategic plan for 2019-22 outlines the following aims and objectives

To support older people in Wandsworth to

- enjoy healthy and independent lives
- live well in their homes for as long as they wish and are able to
- participate in their community

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

To deliver high-quality, person-centred services that meet people's needs and have high levels of user satisfaction

- Older people have choice and control over what services they receive and how
- Services and support are tailored to the needs of individuals
- User voice in planning and delivery
- Accessible

To ensure older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs and context for delivering local services

- Fundraising strategy to increase funding and diversify funding base
- Flexible and committed staff and volunteers
- Collaboration and partnership working with others, within the borough and with the Age UK network
- Marketing strategy to ensure people know about us

Ensuring our work delivers our aims

Age UK Wandsworth has a yearly operational plan which outlines how the strategic aims will be delivered. The operational plan details objectives and actions and is used by staff and trustees to ensure that our aims are delivered. The operational plan is reviewed annually and revised in light of achievements. It is used as the starting point for reviewing priorities and objectives for the following year. It will also be used to inform our funders, commissioners and partners.

We follow the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Services

Age UK Wandsworth remains an autonomous local organisation providing direct services to older people in response to local need and available funding. Age UK Wandsworth's strategy is to build on the services it currently offers, developing new strands of activity or expanding the services to reach more people in line with our strategic aims and objectives.

Our activities are preventative and improve the quality of life of older people living in the borough of Wandsworth. By preventative services we mean:

- services that help to prevent or delay the need for more costly intensive services; and
- strategies and approaches that promote the quality of life of older people and their engagement with the wider community

The services we provided in 2020/21 for older people are detailed below. These services are available to all people over the age of 60 within the borough of Wandsworth.

Information and Advice

1. 'First Contact' Information Service - supports personal and telephone callers with initial answers to information enquiries and signposting to other agencies.
2. Information and Advice service - provides more in depth advice and support on a range of issues from benefit entitlements, housing and debt issues etc. Advice is provided in the office, over the telephone, via email and through home visits.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

3. Better at Home – provides voluntary sector support to Wandsworth's Community Wards, a multi-disciplinary team supporting patients in their own homes to prevent hospital admissions.
4. Crimes against Older People – co-ordination of a multi-agency forum to raise awareness of crimes against older people.
5. Age UK Wandsworth also works with an outside agency, Tax Help for Older People, to provide more specialist advice in this area.
6. Age UK Wandsworth has a small Amenity Fund and can distribute grants of up to £200 to older people in financial need.

Practical Support at Home

Age UK Wandsworth runs a number of services aimed at supporting older people within their own homes to enable them to remain living independently at home and to maintain their health and well-being. These include:

7. The Be-a-Friend Service - matches volunteers with housebound older people to lessen the impact of social isolation. A telephone support service is also provided.
8. The Out and About Service - matches volunteers with housebound older people, or those at risk of becoming housebound, with assisted trips out in their local community. After 12 years, this service closed in March 2021 due to lack of funding.
9. The Handyperson Service (Better at Home) - undertakes falls prevention work and practical help with minor repairs in the home to assist those unable to carry out tasks for themselves. The service enables people to live independently and safely in their own homes.
10. Online Shopping Service - provides internet shopping for those who do not have access to a computer and arranges shopping deliveries to the door through supermarket online services.
11. The Hospital Discharge Support service (Better at Home) - provides volunteer support for up to six weeks when someone is discharged from hospital.

Additional Services

12. Roehampton Community Shed – started in 2017 and continues to provide opportunities for socialising alongside practical projects, such as woodwork and furniture upcycling.
13. Digipals – started in 2018 and provides computer support remotely and in person with volunteer support.

COVID-19 Services

2020/21 was a year like no other for the whole country, and also for Age UK Wandsworth. The COVID pandemic necessitated changes to our existing services, to our working methods and to the cancellation of our usual community fundraising activities. Our staff rallied to the cause and quickly adapted to working remotely, wherever possible. Some of our face to face services were temporary replaced with telephone, or other digital contact. We quickly enhanced our telephony infrastructure, and during the year upgraded our computers to enable staff to perform to the best of their abilities. We remained "in business" throughout, and did not furlough any members of staff. We are also pleased to report that we did not lose any of our existing contracts, and remain grateful to our existing and to new funders for their support. The list of contributors in the Financial Review section is a testimony to the generosity we experienced.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

In March 2020, we quickly realised that older people in Wandsworth were unable to access food, so the organisation introduced an emergency food relief service (described in more detail, below) and sought additional funding to meet the needs of this service from Wandsworth Council, fundraising applications to bodies such as the London Community Fund and through a Virgin Money Giving page. This additional funding paid for extra food, staff overtime and expenses, and new technology to facilitate working from home and faster working in the office.

When we realised our existing clients were struggling to access food and we were also receiving an increasing volume of calls from other older residents, our response was to establish an emergency food parcel service. We organised food donation points around the borough and teams of volunteers packing and delivering parcels. As the numbers grew, our office was no longer big enough to support the new service. We started working in partnership with Wandsworth Council and moved our operation to the Town Hall. We were also supported by Wandsworth Community Transport, who generously gave us use of their drivers and mini buses to deliver food parcels. During the first lockdown, we delivered over 3,500 food parcels around the borough.

In parallel to responding to the food crisis, we re-purposed our befriending service to become telephone befriending and had more than 350 people receiving regular telephone calls from our army of volunteers. As the pandemic progressed, it became clear that another issue for those isolating was inactivity, due to staying at home. There is a wealth of fitness content online, but many older people don't have devices or, if they do, may not be comfortable using them in this way. We developed a new service to address this issue – Active Chats. This service matches isolated older people with trained telephone befrienders, who will call up for a chat and work through gentle, seated exercises designed by a personal trainer. We also have a 'sister' service, LGBTQ+ Chats, which offers telephone befriending, exercise and mindfulness to older LGBTQ+ residents from a volunteer in the community.

An additional pilot service that we developed during the second lockdown was 'Independent Shopper', which offered clients support with online grocery shopping. The ultimate aim was to enable older people to feel confident doing their own shopping online, once we had helped with the initial hurdle of setting up an account and doing a first shop.

As the pandemic continued and Christmas approached, we realised that all the usual avenues for lonely and isolated older people in the borough would be inaccessible because of social distancing requirements. We set up "Operation Christmas Cheer" and with the help of our volunteers and donors we delivered over 1,800 Christmas parcels in the week before Christmas. These parcels contained useful items, such as hot water bottles, soap and hand gel, as well as treats donated by the public, such as chocolates, biscuits and cakes. Inside each parcel was a colourful handmade card from a local primary school child and arts and crafts activities.

The impact of the COVID-19 pandemic on Age UK Wandsworth's clients' needs and their physical and mental wellbeing has continued into 2021/22, as have the effects on the organisation's working practices. We believe the after effects of the impact will give rise to the need for additional services for older people in Wandsworth. These might include additional requirements for benefits and other financial advice for older workers who either find themselves unemployed or facing employment difficulties as a result of suffering from Long COVID. The mental health of older people who have suffered from increased, and sometimes harrowing, isolation as a result of the pandemic, is a further area we are looking into, with a view to offering additional support. Of course, in order to do this, we will need to access new funding streams. At the moment, it is unclear what will be available, but it is likely that charitable funding will come under pressure with local councils and health authorities both strapped for cash. Age UK Wandsworth is fortunate that it has emerged from the crisis in a decent financial shape. We will use any funding we can spare from our reserves to support local older residents.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

Marketing and Trading Activities

Age UK Wandsworth no longer sells trading products and services from our office as Age UK London Trading sells the products and services on our behalf. We receive a limited share of the commission, which is used to support charitable activities.

Volunteer Involvement

Age UK Wandsworth depends extensively on the commitment of over 350 volunteers who play a vital role in every aspect of the organisation's work, including befriending, escorting, support in the home, office administration, information and advice, and fundraising. Alongside paid staff, volunteers help us to deliver quality services. The dedication of our existing volunteer base and the recruitment of over 100 new volunteers allowed us to respond quickly to the emerging needs of older people in the borough as the pandemic progressed in 2020/21.

ACHIEVEMENT AND PERFORMANCE

As explained above, the COVID-19 pandemic, which encompassed the whole of 2020/21, necessitated a change in our organisation's approach and activities. Whilst we continued to provide Wandsworth residents with our usual high-quality services wherever possible, improving their quality of life within our capabilities, we also had to focus on the challenges the crisis posed. This led to the development of new services specifically geared towards those shielding, or otherwise largely housebound, due to lockdowns. Staff worked long hours and flexibly, both on their funded services and on emergency service provision, as required.

Looking at changes to our usual portfolio of contracted services, in April 2020, Age UK Wandsworth was delighted to sign a four year contract, with an option to extend funding, for the Better at Home service from Battersea Healthcare Community Interest Company, which includes additional funding from Wandsworth Council. The service covers the whole borough and supports individuals to remain independently in the community, to help them to adjust back at home should they be admitted into hospital, and to tackle loneliness and social isolation. The three existing elements of the Better at Home contract (the Handyperson Service, the Hospital Discharge Support Service and the Voluntary Sector Navigation Service) are now joined by the Online Shopping and Be-a-Friend services, which were previously funded separately by Wandsworth Council.

Befriending Plus is a pilot project funded by Wandsworth Council from September 2020 to August 2021. The project was co-designed by Age UK Wandsworth and Council Commissioners for Adult Social Care and Public Health. It is a befriending programme with additional weekly practical support provided by volunteers in conjunction with existing care packages, or as a preventative measure.

Organisational Stability

Staff changes and new appointments during the year included:

Roehampton Community Shed – Anthony Simmons was appointed as Coordinator.

Shopping Service – Caroline Clark was appointed as Assistant to the service.

Handyperson Services – Rhian Jenkins left the service and Nick Grimshaw was appointed Coordinator.

Be-a-Friend – Melanie Lawrie left the service and Marc Roe was appointed Coordinator.

Digipals – Rebecca Lothian was appointed as Assistant.

Befriending Plus – Emily Foxen was appointed as Coordinator.

Information and Advice – Philippa Burns left the service and Rukkaya Ismail was appointed as Adviser.

Age UK Wandsworth has a lease until end of July 2022 for its premises at 549 Old York Road.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

FINANCIAL REVIEW

The financial statements cover the activities of Age UK Wandsworth for the year ended 31 March 2021. The financial situation of the charity remains on a stable basis at the year end.

£778,186 was received as Income from Charitable Activities in 2020/21 in comparison with £553,474 in 2019/20.

Of this, Wandsworth Council contributed £89,269 compared with £151,445 in 2019/20.

NHS Wandsworth Clinical Commissioning Group (CCG) provided funding of £4,720 compared with £8,485 in 2019/20. We also received contract funding from Battersea Healthcare Community Interest Company, the local GP Federation, of £341,329, compared with £248,622 in 2019/20.

Age UK, the national charity, awarded funding of £73,831.

The other grants received in 2020/21 were as follows:

- City Bridge Trust, £46,583 for information and advice
- The Henry Smith Charity, £40,000 for information and advice
- Armed Forces Covenant Fund Trust, £18,116 for information and advice
- Postcode Community Trust, £13,104 for 'Digipals' service
- National Lottery Community Fund, £27,944 for Active/LGBTQ Chats and Covid Shopping
- Wimbledon Foundation, £5,000 for Covid 19 Response and £5,000 for unrestricted fund
- London Community Foundation, £71,792 for Digipals, Covid 19 Response, Information and advice, Volunteer Management
- London and Quadrant Housing Trust, £10,000 for Covid Shopping
- Battersea Power Station Foundation, £5,000 for Covid 19 Response
- Roehampton Parish Trust, £5,000 for Covid 19 Response
- Anthony & Pat Charitable Foundation, £2,000 for Active/LGBTQ Chats and Covid 19 Response
- Big Local SW11, £4,205 for Covid 19 Response
- London Community Response Fund, £5,000 for Covid 19 Response

The Fundraising committee continues to raise funds for services that are not fully funded and to raise the profile of the charity in the local community. We are particularly grateful to local residents who support us and raise money through taking part in sponsored events and other fundraising activity and for the local businesses and organisations who support us. In 2020/21 we raised £55,340 through community fundraising activities.

Reserves Policy and Financial Position

Total reserves increased during the year from £472,667 at the end of March 2020 to £648,364 at the end of March 2021. Of this, £106,932 is designated funding from a legacy and the unrestricted reserves totalled £339,371 at end March 2021. The increase in unrestricted reserves during 2020/21 arose from the generosity of funders and the general public during the COVID-19 crisis, as explained above.

It is the charity's policy to write off deficits on restricted funds against general funds for those projects that finished in that financial year.

The reserves policy is to maintain reserves at a level representing approximately six months of non-contracted expenditure and one year expenditure on long term contracts, i.e. rent of office, in order to safeguard the future of the charity. This equates to around £350,000. The increase in our reserves during 2020/21 will be utilised to ensure the continuation of our core services, some of which are not currently fully funded, and to develop new activities in response to the after effects of the crisis.

AGE CONCERN WANDSWORTH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
/contd...

Equal Opportunities

Age UK Wandsworth is committed to the principal of equal opportunity in all aspects of its work from service delivery through to employment and management of its employees and volunteers.

Age UK Wandsworth also believes that all older people should receive services that meet their needs. As part of this commitment it works to ensure that its own services and resources are relevant to the needs of older people and are perceived by those in need as relevant and accessible.

We have introduced a new Equalities, Diversity and Inclusion Policy to ensure we are a truly inclusive organisation.

Plans for Future Activities

Age UK Wandsworth is committed to delivering a range of services for older people in the borough. These will need to be adapted in 2021/22 to meet the changing needs of older people following on from the pandemic. The Trustees will continue to monitor and evaluate existing services and will aim to maintain and develop services in the future through strategic development and successful fundraising in line with the strategic plan.

Statement as to Disclosure of Information to Auditor

So far as the directors are aware, there is no relevant audit information (as defined by Section 477 of the Companies Act 2006) of which the company's auditor is unaware, and each director has taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

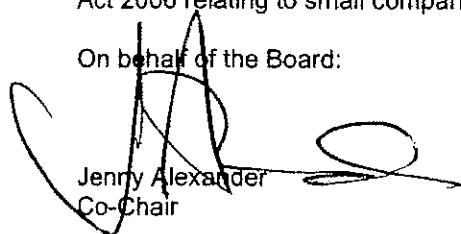
Auditor

A resolution proposing the re-appointment of Myrus Smith as auditor to the company will be put to the Annual General Meeting.

Exemption Statement

This report has been prepared in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board:



Jenny Alexander
Co-Chair

17th November 2021

Age UK Wandsworth
549 Old York Road
London
SW18 1TQ

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Age Concern Wandsworth (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement on page 2, 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.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

Auditor's responsibilities for the audit of the financial statements .../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available 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 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.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

17th November 2021

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2021 Total £	2020 Total £
Income						
Donations and legacies	2	8,438	-	-	8,438	69,016
Charitable activities	3	106,875	-	671,311	778,186	553,474
Other trading activities	4	57,406	-	-	57,406	26,079
Investments	5	953	-	-	953	529
Total		<u>173,672</u>	<u>-</u>	<u>671,311</u>	<u>844,983</u>	<u>649,098</u>
Expenditure						
Raising funds	6	2,146	-	-	2,146	8,868
Charitable activities	7	73,952	-	593,188	667,140	548,089
Total		<u>76,098</u>	<u>-</u>	<u>593,188</u>	<u>669,286</u>	<u>556,957</u>
Net income / (expenditure) for the year	11	97,574	-	78,123	175,697	92,141
Transfer between funds		-	-	-	-	-
Net movement in funds	16	97,574	-	78,123	175,697	92,141
Total funds as at 1 April 2020	16	<u>241,797</u>	<u>106,932</u>	<u>123,938</u>	<u>472,667</u>	<u>380,526</u>
Total funds at 31 March 2021	16	<u>£339,371</u>	<u>£106,932</u>	<u>£202,061</u>	<u>£648,364</u>	<u>£472,667</u>

All income and expenditure derives from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes on pages 15 to 24 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

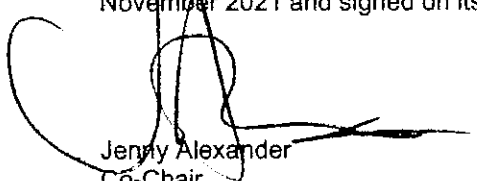
BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Current assets			
Debtors	13	26,816	119,372
Cash at bank and in hand		700,173	418,578
		<u>726,989</u>	<u>537,950</u>
Creditors: Amounts falling due within one year	14	<u>78,625</u>	<u>65,283</u>
Net assets	15	<u>£648,364</u>	<u>£472,667</u>
Funds			
Unrestricted - General	16	339,371	241,797
- Designated	16	106,932	106,932
Restricted	16	<u>202,061</u>	<u>123,938</u>
Total funds	16	<u>£648,364</u>	<u>£472,667</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 17 November 2021 and signed on its behalf by:


Jenny Alexander
Co-Chair

The notes on pages 15 to 24 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Net cash provided by/(used in) operating activities	20	280,642	8,685
Cash flows from investing activities			
Interest received	5	953	529
Increase/(decrease) in cash and cash equivalents in the year		281,595	9,214
Cash and cash equivalents at the beginning of the year		418,578	409,364
Total cash and cash equivalents at the end of the year		<u>£700,173</u>	<u>£418,578</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>£700,173</u>	<u>£418,578</u>

The notes on pages 15 to 24 form part of the financial statements.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparation and assessment of going concern

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 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. The financial statements are presented in sterling which is the functional currency of the charity.

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.

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

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time or on a basis which is designed to reflect the use of the resources.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021
/contd...

1. ACCOUNTING POLICIES (cont'd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets

All expenditure on capital items costing less than £1,000 is written off in the year of purchase.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Donations	5,638	-	5,638	7,281
Legacies	2,800	-	2,800	61,735
	<u>£8,438</u>	<u>£Nil</u>	<u>£8,438</u>	<u>£69,016</u>

All of the £69,016 recognised in 2020 related to unrestricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

3. INCOME FROM CHARITABLE ACTIVITIES /cont'd	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Wandsworth Council				
- Better at Home	-	-	-	40,994
- Emergency Fund	10,000	-	10,000	10,000
- Infection Control Fund	11,101	-	11,101	-
- Be-a-Friend	-	1,116	1,116	49,219
- Befriending Plus	-	26,250	26,250	-
- Shopping	-	-	-	34,813
- Roehampton Community Shed	-	-	-	5,000
- Crimes against Older People	-	5,000	5,000	5,000
- Digipals	-	3,645	3,645	6,419
- Out and About	-	9,766	9,766	-
- Independent Shopper	-	9,258	9,258	-
- Other	13,133	-	13,133	-
Wandsworth Clinical Commissioning Group				
- Out and About	-	2,370	2,370	7,109
- Walking Netball	-	-	-	1,376
- Active/LGBTQ Chats	-	2,350	2,350	-
Battersea Healthcare Community Interest Company				
- Better at home	-	341,329	341,329	248,622
The Henry Smith Charity	-	40,000	40,000	26,667
Age UK				
- Information and advice	-	-	-	12,167
- Active/LGBTQ Chats	-	10,232	10,232	-
- Warm Home Programme	-	15,802	15,802	-
- Other	47,797	-	47,797	15,200
City Bridge Trust				
- Information and Advice	-	46,583	46,583	43,000
Armed Forces Covenant Fund Trust				
- Information and Advice	-	18,116	18,116	-
London Community Foundation	5,980	65,812	71,792	-
Wimbledon Foundation	5,000	5,000	10,000	5,000
Morrisons Foundation				
- Out and About	-	-	-	10,174
Postcode Community Trust	11,544	1,560	13,104	4,368
National Lottery Community Fund				
Roehampton Community Shed	-	-	-	9,998
- Active/LGBTQ Chats	-	13,972	13,972	-
- COVID Shopping	-	13,972	13,972	-
London & Quadrant Housing Trust				
- COVID Shopping	-	10,000	10,000	-
Battersea Power Station Foundation				
- COVID 19 Response	-	5,000	5,000	-
Roehampton Parish Trust				
- COVID 19 Response	-	5,000	5,000	-
Anthony & Pat Charitable Foundation	-	2,000	2,000	-
Big Locals SW11 – COVID 19 Response	-	4,205	4,205	-
London Community Fund				
- COVID 19 Response	-	5,000	5,000	-
Other income	2,320	7,973	10,293	18,348
	<u>£106,875</u>	<u>£671,311</u>	<u>£778,186</u>	<u>£553,474</u>

Of the £553,474 recognised in 2020, £43,928 related to unrestricted funds and £509,546 to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021
/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Trading Commission – Age UK London Trading Ltd	2,066	-	2,066	3,796
Fundraising Activities	55,340	-	55,340	22,283
	<u>£57,406</u>	<u>£Nil</u>	<u>£57,406</u>	<u>£26,079</u>

All of the £26,079 recognised in 2020 related to unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Bank interest	<u>£953</u>	<u>£Nil</u>	<u>£953</u>	<u>£529</u>

All of the £529 recognised in 2020 related to unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs £	Support costs £	Total 2021 £	Total 2020 £
Salaries	1,300	-	1,300	7,680
Staff expenses	-	-	-	54
Materials	796	-	796	1,084
Subscription	50	-	50	50
	<u>£2,146</u>	<u>£Nil</u>	<u>£2,146</u>	<u>£8,868</u>

All of the £8,868 expenditure recognised in 2020 was charged to unrestricted funds and all were for support costs.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2021	Total 2020
Provision of information, advice and practical support to older people (Notes 8 & 9)	<u>£589,275</u>	<u>£77,865</u>	<u>£667,140</u>	<u>£548,089</u>

Of the £548,089 expenditure recognised in 2020, £113,589 was charged to unrestricted funds and £434,500 was charged to restricted funds.

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021
/contd...

8. ANALYSIS OF DIRECT COSTS

	Total 2021 £	Total 2020 £
Staff salaries including payroll costs	432,730	359,050
Volunteer training and expenses	1,144	939
Staff training and expenses	3,066	4,714
Consultancy costs	1,405	272
Redundancy costs	1,237	-
Premises and related costs	39,132	42,844
Printing, postage and stationery	4,765	4,907
Office equipment maintenance and furniture	23,400	12,000
Telephone and fax	6,053	4,298
COVID Emergency fund	17,278	6,197
Handy person materials	31,505	20,791
Other direct costs	27,560	6,933
	<u>£589,275</u>	<u>£462,945</u>

9. ANALYSIS OF SUPPORT COSTS

	Total 2021 £	Total 2020 £
Staff salaries including payroll costs	47,621	61,611
Staff training and expenses	24	376
Other costs	516	2,164
Premises and related costs	9,206	10,201
Governance costs (see note 10)	6,172	6,476
Printing, postage and stationery	1,285	961
Office equipment, maintenance and furniture	11,801	2,497
Telephone and fax	1,240	858
	<u>£77,865</u>	<u>£85,144</u>

10. GOVERNANCE COSTS

	2021 £	2020 £
Audit fees	3,240	3,528
AGM	700	873
Insurance	2,232	2,075
	<u>£6,172</u>	<u>£6,476</u>

11. NET INCOME FOR THE YEAR

	2021	2020
This is stated after charging:		
Audit fees	£3,240	£3,528
Operating lease rentals	<u>£41,619</u>	<u>£41,619</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021
/contd...

12. STAFF COSTS	2021 £	2020 £
Wages and salaries	427,698	379,667
Social security costs	33,164	28,684
Pension costs	19,578	17,190
Payroll administration	1,212	2,800
	<u>£481,652</u>	<u>£428,341</u>

The average number of employees during the year was as follows:

Particulars of employees:	2021 No.	2020 No.
Chief Executive	1.00	1.00
Administrative staff	0.50	0.50
Charitable activities	10.30	10.25
	<u>11.80</u>	<u>11.75</u>

The members of the Board received no remuneration or reimbursement of expenses (2020: £Nil).

Total employee benefits received by key management, including employer's pension costs, amounted to £70,047 (2020 - £57,352).

Under FRS 102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

No employee received total employee benefits (excluding employer pension costs) of more than £60,000 during the financial years 2021 and 2020.

13. DEBTORS	2021 £	2020 £
Grants and directly charged services	22,140	104,230
Prepayments and sundry debtors	4,676	15,142
	<u>£26,816</u>	<u>£119,372</u>

14. CREDITORS:	2021 £	2020 £
Amounts falling due within one year	£	£
Other creditors and accruals	15,637	24,406
PAYE/Pensions	3,249	2,173
Deferred income	59,739	38,704
	<u>£78,625</u>	<u>£65,283</u>

Deferred income represents grants received in advance for 2021/22.

Deferred income analysis	2021 £	2020 £
As at 1 April 2020	38,704	51,716
Additions during the year	59,739	38,704
Amounts released to income	(38,704)	(51,716)
As at 31 March 2021	<u>£59,739</u>	<u>£38,704</u>

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2021	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	339,697	106,932	280,360	726,989
Current liabilities	(326)	-	(78,299)	(78,625)
Net assets at 31 March 2021	£339,371	£106,932	£202,061	£648,364

Comparative information for the previous financial year is as follows:

2020	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current assets	263,606	106,956	167,388	537,950
Current liabilities	(21,809)	(24)	(43,450)	(65,283)
Net assets at 31 March 2020	£241,797	£106,932	£123,938	£472,667

16. MOVEMENT IN FUNDS

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
2021					
Restricted funds:					
Be-a-Friend	11,205	-	-	(11,205)	-
Shopping	(11,445)	-	-	11,445	-
Information and Advice	16,250	134,241	97,450	-	53,041
Out and About	2,992	12,136	14,446	-	682
Cold weather	9,278	-	-	-	9,278
Walking Netball	406	-	-	-	406
Digipals	5,226	16,551	24,742	-	(2,965)
Crimes against Older People	(621)	5,000	5,127	-	(748)
Roehampton Community Shed	18,157	-	4,085	-	14,072
Better at home	72,490	347,839	307,112	(240)	112,977
Befriending Plus	-	26,250	19,701	-	6,549
COVID 19 Response	-	46,815	46,099	-	716
Active/LGBTQ Chats	-	27,554	20,690	-	6,864
COVID Shopping/Independent Shopper	-	33,230	28,608	-	4,622
Foot Clinic	-	-	3,098	-	(3,098)
Volunteer management	-	21,695	22,030	-	(335)
Total restricted funds	123,938	671,311	593,188	-	202,061
Unrestricted funds:					
General funds	241,797	173,672	76,098	-	339,371
Designated Funds:					
Sustainability fund	93,067	-	-	-	93,067
Marketing	3,865	-	-	-	3,865
Premises and offices	10,000	-	-	-	10,000
Total unrestricted funds	348,729	173,672	76,098	-	446,303
Total funds	£472,667	£844,983	£669,286	£Nil	£648,364

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

16. MOVEMENT IN FUNDS/contd...

Comparative information for the previous financial year is as follows:

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
2020					
Restricted funds:					
Be-a-Friend	8,242	49,218	46,255	-	11,205
Shopping	(6,741)	34,813	39,517	-	(11,445)
Information and Advice	5,304	81,834	70,888	-	16,250
Out and About	(676)	17,283	13,615	-	2,992
Cold weather	9,392	-	114	-	9,278
Walking Netball	-	1,376	970	-	406
Digipals	2,429	10,787	7,990	-	5,226
Crimes against Older People	(281)	5,000	5,340	-	(621)
Roehampton Community Shed	9,948	15,047	6,838	-	18,157
Better at home	21,275	294,188	242,973	-	72,490
Total restricted funds	48,892	509,546	434,500	-	123,938
Unrestricted funds:					
General funds	218,301	139,552	116,056	-	241,797
Designated Funds:					
Sustainability fund	99,468	-	6,401	-	93,067
Marketing	3,865	-	-	-	3,865
Premises	10,000	-	-	-	10,000
Total unrestricted funds	331,634	139,552	122,457	-	348,729
Total funds	£380,526	£649,098	£556,957	£Nil	£472,667

Purpose of restricted funds

Restricted funds are money earmarked for activities stipulated by the funder and used for the objectives set by them. These funds are detailed here:

Be-a-Friend	Volunteer support for older people who feel isolated (combined with Better at Home from 2020-2021).
Shopping	Shopping deliveries to the door (combined with Better at Home from 2020-2021).
Information and Advice	Information and advice on benefits, housing, health and other issues.
Out and About	Assisted trips out in the local community for housebound older people.
Cold weather	Provision of services and items to older people in cold weather.
Digipals	Enabling older people to get online
Crimes against Older People	Coordination of a multi-agency forum to raise awareness of crimes.
Roehampton Community Shed	Practical group activities mainly for men.
Better at Home	Support to remain living independently at home, support after discharge from hospital, support shopping deliveries and support for older people who feel isolated.
Walking Netball	Improving older people's mental and physical wellbeing.
Befriending Plus	Support for older people who feel isolated and provide practical help.
COVID 19 Response	Provide emergency food parcels and other supports during pandemic.
Active/LGBTQ Chats	Provide gentle chair-based exercises and telephone support.
COVID Shopping/Independent Shopper	Provide shopping service to older residents who are unable to shop for themselves during Coronavirus.
Foot Clinic	Foot health.
Volunteer Management	Support and recruit volunteers

AGE CONCERN WANDSWORTH
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

16. MOVEMENT IN FUNDS/contd...

Purpose of designated funds

The trustees have designated funds for the following purposes:

Sustainability Fund	To enable the charity to maintain operating capacity and to expand activities in the light of developments in technology and uncertainty over future funding.
Marketing	To promote the charity's activities and with a view to increasing income.
Premises and offices	To provide for costs arising on future lease expiry and costs of updating office systems.

17. COMMITMENTS UNDER OPERATING LEASES

The total future minimum lease payments due under non-cancellable operating leases are as follows:

	2021 Land and Buildings £	2020 Land and Buildings £
Within one year	38,000	38,000
Within one to five years	12,667	50,667
	<u>£50,667</u>	<u>£88,667</u>

18. COMPANY STATUS

Age Concern Wandsworth is a private company limited by guarantee and has no share capital. It is incorporated in Great Britain and registered in England and Wales. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office can be found in the Reference and Administration details on page 1.

19. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net movement in funds	175,697	92,141
Interest receivable	(953)	(529)
(Increase)/decrease in debtors	92,556	(84,148)
Increase/(decrease) in creditors	13,342	1,221
Net cash provided by/(used in) operating activities	<u>£280,642</u>	<u>£8,685</u>