

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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REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
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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.

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FOR THE YEAR ENDED 31 MARCH 2022
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The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the 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
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- 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

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FOR THE YEAR ENDED 31 MARCH 2022
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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.

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FOR THE YEAR ENDED 31 MARCH 2022
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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.

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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.

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REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
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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.

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REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022
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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 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.

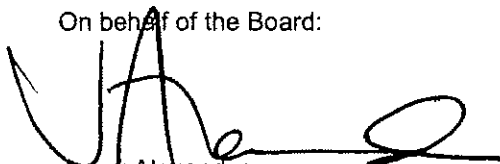
Auditor

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)

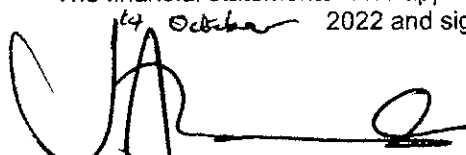
BALANCE SHEET

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
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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
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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
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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
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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	£136,355	£41,619
	<u></u>	<u></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
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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
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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>