

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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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.

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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.

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

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.

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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.

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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.

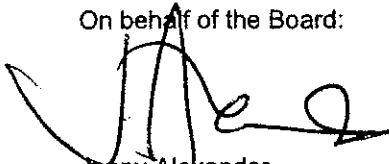
Auditors

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.

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(A company limited by guarantee)

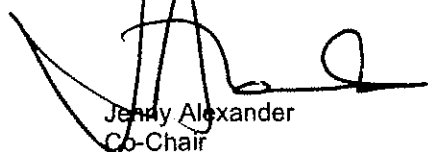
BALANCE SHEET

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
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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>