

**AGE CONCERN WANDSWORTH**

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

**REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2024**

**MYRUS SMITH**  
**Chartered Accountants**

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

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

**CONTENTS**

	<b>Pages:</b>
Report of the Board of Trustees	
- Reference and administrative information	1
- Structure, governance and management	2 - 3
- Objectives and activities	3 - 6
- Achievement and performance	6
- Financial review	7 - 8
 Independent auditor's report	 9 - 11
 Statement of financial activities	 12
 Balance sheet	 13
 Statement of cash flows	 14
 Notes to the financial statements	 15 - 24

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

**REFERENCE AND ADMINISTRATIVE DETAILS**

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

**Trustees**

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

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

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

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

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

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

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

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

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

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

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

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

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

**Statement of Trustees' Responsibilities**

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

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



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

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

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

#### **Trustee Recruitment and Induction**

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

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

#### **Older People**

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

#### **Equal Opportunities**

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

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

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

### **OBJECTIVES AND ACTIVITIES**

#### **Objects of the charity**

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

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

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

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

**Mission**

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

**Aims and objectives**

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

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

**Ensuring our work delivers our aims and provides public benefit**

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

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

**Services**

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

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

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

**Information and Advice**

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



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

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

**Practical Support at Home**

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

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

**Additional Services**

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

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

**Volunteer Involvement**

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

**ACHIEVEMENTS AND PERFORMANCE**

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

Our key achievements in 2023/24 included:

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



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

**FINANCIAL REVIEW**

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

**Principal Funding Sources**

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

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

Grants received in 2023-24 were as follows:

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

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

**Reserves Policy and Financial Position**

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

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

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

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

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

**PLANS FOR FUTURE PERIODS**

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

**Statement as to Disclosure of Information to Auditors**

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

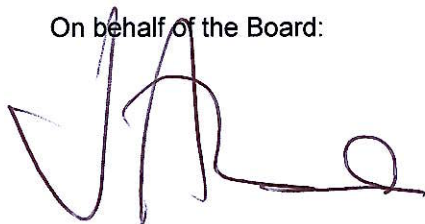
**Auditors**

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

**EXEMPTIONS FROM DISCLOSURES**

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

On behalf of the Board:

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

Jenny Alexander  
Co-Chair

18 September 2024

Age UK Wandsworth  
549 Old York Road  
London  
SW18 1TQ



## INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

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

FOR THE YEAR ENDED 31 MARCH 2024

#### **Opinion**

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

In our opinion the financial statements:

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

#### **Basis for opinion**

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

#### **Conclusions relating to going concern**

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

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

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

#### **Other information**

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

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

FOR THE YEAR ENDED 31 MARCH 2024

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement on page 2, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:



INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF:

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

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

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



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

20 September 2024

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

STATEMENT OF FINANCIAL ACTIVITIES  
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2024

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

All income and expenditure derives from continuing activities.

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

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

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

BALANCE SHEET

AS AT 31 MARCH 2024

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

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

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

  
Jenny Alexander  
Co-Chair

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

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

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2024

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

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



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

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

**1. ACCOUNTING POLICIES**

**Basis of preparation and assessment of going concern**

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

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

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

**Income recognition**

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

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

**Expenditure recognition**

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

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

**1. ACCOUNTING POLICIES (cont'd)**

**Fund accounting**

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

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

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

**Tangible fixed assets**

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

**Leases**

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

**Pensions**

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

**Debtors and creditors**

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

**2. DONATIONS AND LEGACIES**

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

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

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

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

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



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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

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

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

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

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

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

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

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

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



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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

**12. STAFF COSTS**

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

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

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

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

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

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

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

**13. DEBTORS**

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

**14. CREDITORS**

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

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

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

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

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

**15. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

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

Comparative information for the previous financial year is as follows:

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

**16. MOVEMENT IN FUNDS**

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



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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

**16. MOVEMENT IN FUNDS/contd...**

Comparative information for the previous financial year is as follows:

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
<b>2023</b>					
<b>Restricted funds:</b>	£	£	£	£	£
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
<b>Total restricted funds</b>	<b>410,348</b>	<b>1,814,149</b>	<b>1,496,707</b>	<b>50,970</b>	<b>778,760</b>
<b>Unrestricted funds:</b>					
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
<b>Total unrestricted funds</b>	<b>573,594</b>	<b>79,423</b>	<b>34,888</b>	<b>(50,970)</b>	<b>567,159</b>
<b>Total funds</b>	<b>£983,942</b>	<b>£1,893,572</b>	<b>£1,531,595</b>	<b>£Nil</b>	<b>£1,345,919</b>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

**16. MOVEMENT IN FUNDS/contd...**

**Purpose of restricted funds**

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

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

**Purpose of designated funds**

The trustees have designated funds for the following purposes:

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

**17. COMMITMENTS UNDER OPERATING LEASES**

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

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

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

**18. COMPANY STATUS**

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

**19. TAXATION**

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

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

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