AGE UK CROYDON

England & Wales · Charity number 1081013

Details

Other names	AGE CONCERN CROYDON
Status	Registered
Legal form	Charitable company
Company number	03921436
Registered	2000-06-02
Register	View on the Charity Commission register

Contact

Address	81 Brigstock Road Thornton Heath Surrey CR7 7JH
Phone	02086837100
Email	aukc@ageukcroydon.org.uk
Website	www.ageukcroydon.org.uk

Activities

Objects: 3. OBJECTS THE OBJECTS FOR WHICH THE CHARITY IS ESTABLISHED AND TO WHICH IT IS SPECIFICALLY RESTRICTED ARE:3.1 TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE IN AND AROUND THE LONDON BOROUGH OF CROYDON:3.1.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE.3.1.2 ADVANCING EDUCATION.3.1.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL).3.1.4 PROMOTING EQUALITY AND DIVERSITY.3.1.5 PROMOTING THE HUMAN RIGHTS OF OLDER PEOPLE IN ACCORDANCE WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS.3.1.6 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP, SOCIAL EXCLUSION OR OTHER DISADVANTAGE.3.1.7 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE CHARITY TRUSTEES FROM TIME TO TIME DECIDE; THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.3.2 AT THE DISCRETION OF THE CHARITY TRUSTEES, TO PROMOTE THE RELIEF OF ADULTS IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE WHERE ENGAGEMENT IN SUCH ACTIVITY IS CONSIDERED COMPLEMENTARY TO THE CHARITY'S PRIMARY PURPOSE.

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Activities: Assisting older people to maintain their independence and live full and active lives

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** IN AND AROUND THE LONDON BOROUGH OF CROYDON
- Croydon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,550,322	£2,147,048	£1,619,095	46
2024-03-31	£2,311,621	£2,305,667	£1,215,184	52
2023-03-31	£2,032,546	£2,060,656	£1,201,587	51
2022-03-31	£1,925,697	£1,742,842	£1,231,995	44
2021-03-31	£1,749,879	£1,736,031	£1,043,165	68

Trustees

Name	Role	Appointed
Charlotte Elgar		2024-09-24
Christopher John Briggs		2023-03-08
Dr Branavan Anandasundaram		2025-09-23
Imran Mannan		2022-09-06
Kofi Kyei		2024-03-05
Michael Haahr		2024-09-24
Opama Khan		2020-11-17
Oumaduth Sauba		2017-11-14

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AGE UK CROYDON

England & Wales - Charity number 1081013

Accounts

AGE UK CROYDON

(Limited by Guarantee)

COMPANY NO.: 03921436

CHARITY NO.: 1081013

REPORT AND ACCOUNTS

for the year ended
31 March 2025

Age UK Croydon

Status:	Company limited by guarantee no. 03921436 Charity registration no. 1081013 The company's governing document is its memorandum and articles of association adopted on 8 February 2000. These were amended by special resolution on 21 September 2011, 17 June 2014, 7 March 2023 and 20 April 2024.
Registered office:	81 Brigstock Road Thornton Heath CR7 7JH
Trustees	Ms S Nicklin (Chair) - resigned 24 September 2024 Mr O Sauba (Treasurer, Chair of Finance Committee) Ms B Scanlan (Chair of Governance & Nominations Committee, additionally Chair from 24 September 2024) Ms O Khan Mr I Mannan Ms D Davison Mr C Briggs Mr K Kyei Ms C Elgar - appointed 24 September 2024 Mr M Haahr - appointed 24 September 2024
Senior leadership team:	Mr S Gulati (CEO) Mrs S Underhill (Programmes Director) Mrs R Liard (HR & Governance Director) Mrs M Moore (Finance Director - to 19 July 2024)
Auditors:	Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL
Bankers:	Co-operative Bank PO Box 250 Delf House, Southway Skelmersdale WN8 6WT

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law ('the trustees'), are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Public Benefit Statement
The trustees have given due regard to the Charity Commission's guidance on public benefit and have concluded that the charity's purposes satisfy both elements of the public benefit requirement. Specifically, that:
• the benefits from our purpose are evidenced by responding to the need of our beneficiaries, in particular London Borough of Croydon's recognition that the age of a population has an overwhelming influence on health and social care needs (Annual Public Health Report, 2017).
• any detriment or harm that results from the purpose (to people, property or the environment) does not outweigh the benefit, evidenced by our monitoring and evaluation processes which capture client feedback, including compliments, comments and complaints.
• our services are accessible to a sufficient section of the Public, evidenced by service eligibility which, where applied, targets accessibility to those most in need of the service. Our paid-for services offer a combination of competitive rates, subsidies, discounts and free options in order to avoid restriction of the service.
• our services do not give rise to more than incidental personal benefit, evidenced by our service delivery plans and service contracts which have been designed to meet our charitable purpose.

Structure, Governance and Management
Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company.

Recruitment and appointment of new Trustees
The trustees have a Governance and Nominations committee to manage the recruitment and appointment of new trustees. The committee members are: B Scanlan (Chair), D Davison, O Khan, M Haahr and K Kyei.

Induction and training of Trustees
Trustees' induction is hosted by the Chair, CEO and HR & Governance Director. This is complimented with an e-learning hosted by Stone King, Essential Trustee training. During the trustee journey there are opportunities for trustees to further develop skills / knowledge including financial training for trustees. Trustees can also meet with the senior leadership team to enhance their knowledge about the organisation and its services.

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

Organisational structure

The Board has two subcommittees: Governance and Nominations, and Finance. Strategic direction for the charity is set by the Board, in consultation with the CEO and Senior Leadership Team. The CEO, supported by the SLT, has direct responsibility for strategy implementation via the organisation's core functions and its services. The Board has adopted a scheme of delegation which sets out in detail the responsibilities of the Board, CEO, SLT and Integrated Leadership Team (ILT).

Networks and partnerships

Age UK Croydon is a brand partner within the Age UK national network. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. The partnership enables Age UK Croydon to benefit from the strength and support of a larger network, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda while remaining able to operate effectively as a local, independent charity. We have passed the Age UK national quality standard for information and advice services.

We partner with many organisations within the voluntary sector within Croydon to provide streamlined and relevant services. We are members of the Local Voluntary Partnership Board and of One Croydon Alliance, which brings together the South West London NHS Clinical Commissioning Group, the South London and Maudsley NHS Trust, the London Borough of Croydon, the Croydon GP Collaborative and the Voluntary Sector in Croydon and is focussed on improving the health and wellbeing of all adults in the borough.

Strategy and Governance

Following several planning and discussion sessions with the Trustee Board, Senior Leadership Team, Integrated Leadership Team and Age UK Croydon Staff between April and September 2023, our 3 year strategy was launched in November 2023.

We have 5 key objectives for the strategy:
SO1. Achieving sustained income growth, focusing on unrestricted income, so that we can invest, innovate and build capacity
SO2. Expand our reach in our community, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups)
SO3. Working together to deliver a holistic client journey, making every contact count
SO4. Building one diverse, skilled and empowered team. We will attract, retain and nurture staff and volunteers, so that everyone fulfils their potential
SO5. Becoming the organisation of choice for funders, partners and as an employer

Our strategy is guided by our Vision and Mission and underpinned by our values and our One Team One Organisation Approach to integrate our service offer and provide a truly person-centred approach to working with older residents in Croydon. AUKC will continue to deliver service against a mixed environment of challenge and opportunity.

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

Fundraising activities
During the year, we have not actively raised income from community fundraising and have not received any complaints in respect of such activity. We are not aware of any breach, material or otherwise, of any fundraising code or regulation. Historically community fundraising has played no material role in our income generation activity and therefore during the financial year we were not registered with the UK Fundraising Regulator. We have however registered with effect from 22 April 2025. The charity does not use professional fundraisers or commercial participators in connection with public fundraising.

Objectives and activities

Our Vision : Valuing Ageing Improving Lives Growing Communities

Our Mission : to reach, involve, support and connect people so they can age well in Croydon.

Our charitable objectives as set out in our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Croydon:

(a) preventing or relieving the poverty of older people;
(b) advancing education;
(c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
(d) promoting equality and diversity;
(e) promoting the human rights of older people in accordance with the universal declaration of human rights;
(f) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
(g) such other charitable purposes for the benefit of older people as the Charity trustees from time to time decide;

at the discretion of the Charity Trustees, to promote the relief of adults in need by reason of ill-health, disability, financial hardship or other disadvantage where engagement in such activity is considered complementary to the Charity's primary purpose.

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

Our activities include the provision of:

Information & Advice- we provide independent, impartial, free and confidential information and advice in the community, over the phone, by email and online.
Befriending – we promote independent living by arranging home visits and phone calls from volunteers.
Community engagement - engaging clients and groups by maintaining a presence in local venues to raise awareness and highlight ways we can support their needs
Community hub – our Brigstock Road hub offers a range of activities for older people and the wider community.
Healthier lifestyles – we provide regular exercise classes, health checks and wellbeing talks to enable older people to manage and improve their health, and reduce the risk of falls at home by arranging aids and home adaptations which build confidence and independence.
Memory Tree café – provides a much needed safe environment for people living with dementia and their family carers.
Personal Independent Co-ordinators – we work in a person centred way helping people identify their own goals to regain independence and live the life they want to live.

Our staff team of 46 is supported by 104 dedicated volunteers who work together to deliver our services. We aim to provide a holistic solution for older people to access the services they require in one place.

The value of Volunteers at Age UK Croydon
Volunteers are a vital part of Age UK Croydon and highly valued. They are key to much of the work that we do in all of our services as local people contributing to community cohesion and social development, helping to address loneliness and isolation, building confidence. They offer not just their time but a wealth of experience, enthusiasm, and diverse skills. Older volunteers bring decades of experience, skill and community knowledge, while younger volunteers contribute energy and talents in areas like technology and the arts, helping to bridge intergenerational gaps. This includes the Brit School students who regularly join our Memory Tree Café and Kings College students who have come to learn and to lend support. This blend of backgrounds creates a dynamic, collaborative environment where knowledge and creativity flourish.

Their motivation is rooted in a genuine desire to help others, not financial reward. This selfless spirit fosters a strong sense of community and shared purpose, uniting individuals around a common goal of making a positive difference.

By recognising and valuing each volunteer's unique contributions, we build a supportive and inclusive culture. In doing so, we not only enhance our services but also create a thriving volunteer community that is essential to our mission and long-term impact.

Volunteer engagement has steadily grown, with active volunteer numbers rising from 98 to 104 and available roles expanding from 8 to 14 over the year.

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

Achievements and performance

Information and Advice

The Information and Advice Service provides free, impartial advice on benefits, housing, care and local services to Croydon's older people and their families. The service is delivered by experienced staff supported by a team of trained volunteers. The service is flexible and person-centred delivering face to face, over the phone or by email as well as through community outreach sessions. The team support clients to access the best advice and guidance, navigate complex issues, and support people to take action for themselves where appropriate. This increases independence and confidence in tackling issues.

We generated £1,376,000 income for clients and handled 3961 calls and emails. 98% of our clients improved their wellbeing.

Befriending service

The befriending service connects volunteers with older people who are experiencing loneliness and isolation. The service offers regular social interaction either through weekly telephone calls or face to face home visits. Befriending service helps reduce loneliness and fosters meaningful relationships, supporting emotional wellbeing with a high degree of satisfaction from both volunteers and clients. During the year we supported 70 matches.
Feedback from our clients:

94% look forward to their visits/calls
88% feel more connected with their community
76% feel less lonely

Community engagement/Community Hub

The Community Engagement service has a wide remit to address isolation and loneliness for older people in Croydon, providing social events, activities, friendship and connections across the borough. The service integrates and collaborates with all of Age UK Croydon services to expand our reach and continue to make our services more accessible and inclusive.

We deliver a broad programme of activities at our community hall in Thornton Heath. Many of these are volunteer led including Knit and Natter, Reading Group, Art Group and Choir. New members are encouraged to come along and join with access to a named person who will introduce them to other members, building a bridge when people are unsure about attending an activity for the first time on their own.

In addition to the activities, the team have developed partnership and collaborative working with a number of retail outlets including Dunelm, Iceland, Tesco and Morrisons. We have benefited from support and donations for our events and parties and we have set up a regular presence at Dunelm to engage with older people in the places that they go, who might not otherwise know about us or join an activity.

We held key events including Christmas parties, Valentines Celebrations, Easter drop in.

As part of our plan to offer activities that meet the skills, talents and wishes of older people, we were able to make the most of our garden with more volunteers joining the team and two garden workshops (31 attended) so that more older people could "give it a go" and get involved, especially those people who do not have access to a garden.

In total we hosted 330 classes & events, attended by 5691 attendees. 90% said attending events had a positive impact on their mental health and 86% said they formed friendships at these classes.

Healthier Lifestyles

Live Love Later Life brings fun, tailored exercise and wellbeing support to care home residents across Croydon. The program helps improve strength, mobility and confidence. With skilled staff, adapted sessions, and community Zoom classes, it keeps older adults active, connected and supported in a way that meets their needs.

We engaged 351 care home and community residents across 18 care homes. 94% felt it made a positive difference, 86% felt stronger, 74% felt they could do more and 71% felt more connected with other people.

The *Personal Safety Project* supports residents to feel safer and more confident at home through a home risk assessment followed by provision of minor aids and adaptations, such as grab rails and bathing aids. Through home visits and risk assessments, the team provide reassurance to older people who are feeling unsafe and restricted in the home and garden. This service helps to reduce and prevent falls and so clients can remain independent and secure in their own homes.

We helped 592 people to feel safer in their homes, reduced falls by 97%, 85% felt more confident in their home, 85% felt less afraid of falling and we had an18% increase in referrals.

Healthsmart Health Hubs promote wellbeing through health checks, exercise sessions and educational talks. These free community-based sessions across Croydon help to reduce the risk of falls and enable residents to take control of their health and wellbeing alongside friendship and social interaction. A mixed program of exercise, health checks and wellbeing puts people in more control of their health and able to make informed lifestyle changes.

506 people took part in Hubs over the year. This represented a 43% increase in attendances at hubs. 99% of our clients indicated they made healthy lifestyle changes, 82% increased their weekly exercise and 60% increased their understanding of how to manage their health.

Memory Tree cafe

Our 3 Memory Tree Cafés provide people living with dementia and their carers safe, supportive spaces in the community and also in a care home. Here people can connect, share experiences and access information and support on a range of subjects. Delivered by experienced dementia officers and volunteers, the cafés provide a varied program of enjoyable and stimulating activities such as music, reminiscence, games, quizzes and craft.

Over the year we supported 161 people living with dementia and their carers. This resulted in 92% feeling confident trying new things, 88% took part in activities that they found enjoyable and 71% had more opportunities to talk to others.

Personal Independent Co-ordinators

The Personal Independence Coordinator Service supports over 50's in Croydon to maintain or regain independence, taking control of their health. A core service within the Croydon Integrated Neighbourhood Team, PICs provide a critical link between formal health, social care services and community support networks. Through personalised support and goal setting, PICs empower clients to live well for longer focusing on what is most important to them.

During the year 741 clients accessed the service and 1380 goals were achieved.

71% of clients increased their wellbeing during engagement (measured by our Leaf 7 Quality of Life self-assessment tool)

81% of clients increased or maintained their wellbeing after engagement ended (measured by Leaf 7).

Estate and sustainability

Our efforts this past year have centered on two key areas: enhancing our environmental footprint and strategically maintaining our property. We've continued to champion our recycling program, significantly benefiting the environment. Concurrently, we've ensured the regular maintenance of our outdoor spaces. We also made important upgrades, including weatherproofing all exposed wood, replacing the cement pathway, and undertaking crucial flat roof repairs. To safeguard our assets, a new alarm system has been installed, bolstering our building's protection.

As we look to the future, tree works are on the agenda. A pressing issue that surfaced this year is the state of our drainage system, which necessitates a comprehensive plan for improvement over the next few years. In an increasingly digital world, we remain proactive, collaborating with our IT providers to address ongoing cyber risks.

We are deeply grateful for the crucial partnerships that enable our work. Our sincere thanks go to **Sustain Quality Limited** and **City Bridge Trust** for their expertise and collaboration on our eco-audit and resilience planning. We also acknowledge **Qlic IT** for their instrumental role in our cyber certification, and **Chequers Electrical and Building Services** for their exceptional commitment to keeping our aging building in excellent condition.

Financial Review

Financial performance during the year

The charity delivered a solid financial performance in the year. The charity's significant multi-year contracts continued for Personal Independence Co-ordinators, Personal Safety Project and Live Love Later Life.

New grant funding was secured from the Mercers company for Community Engagement, and a renewal of funding from donors via the Charities Aid Foundation for the Befriending service.

The funding environment for charities in general remains challenging and the charity has been unsuccessful in finding new funding sources for its Memory Tree cafe and the Helpline. The Board recognised the strategic importance of both services to the charity and had committed part of the Special Projects reserve to support these services. In the event, increases in core income and cost savings, principally from vacancies meant that reserves support was not needed in the year. However the majority of vacancies have now been filled and the Board has agreed continuing support from reserves for the coming financial year 2025-26.

The charity also benefitted during the year from 2 substantial legacies which have been added to the Special Projects reserve according to the charity's reserve policy.

The charity continued its partnerships with other local organisations both voluntary and statutory to deliver programmes funded by the Integrated Care Board and the National Lottery Community Fund. The charity holds the funds and distributes them to its partners without itself carrying out any substantial service delivery. One partnership (Healthy Communities Together) ceased at the end of the financial year, but the charity has successfully bid to continue the Localities Commissioning Model in partnership with Croydon Voluntary Action, along with a partnership with Croydon Council to disburse funds for household support. The funds have been included in both income and expenditure and amounted to £621,402 in the year (2023-24: £415,493).

Total income for the year was £2,550,322 (2023-24: £2,311,621). Of this £875,082 (2023-24: £698,255) is restricted and £1,675,240 (2023-24: £1,613,366) is unrestricted. Total income therefore rose by £238,701. The major differences from the previous year were:
- legacies + £285k
- partnership projects + £205k
- Care Home Connectors service ceased - £238k

Total expenditure for the year was £2,147,048 (2023-24: £2,305,667) of which £935,883 (2023-24: £757,597) was spent from restricted funds and £1,211,165 (2023-24: £1,548,070) from unrestricted funds, leaving total reserves of £1,619,095 (2023-24: £1,215,184).

Total expenditure fell by £158,619. The major differences from the previous year were:
- partnership projects + £205k (follows income)
- Care Home Connectors service ceased - £237k
- one-off costs in previous year (office move and premises refurbishment) - £97k

The overall result for the year was a surplus of £403,911 (2023-24: surplus of £13,597).

Financial position at the year end
The charity continues to be in a sound financial position. Unrestricted reserves increased reflecting the surplus position. Following a review of the performance of the investment portfolio the Board decided to sell the investments and reinvest the proceeds along with remaining surplus funds in interest-bearing cash deposits.

Remuneration policy
The trustees are responsible for determining the salary of the CEO. All other salaries are benchmarked against the market from time to time. All staff are paid at or above the London Living Wage. Trustees receive no remuneration other than their expenses.

Investment policy
The charity's investment policy delegates decisions on investments to the Finance Committee. Cash balances surplus to immediate requirements are held in interest-bearing accounts with maturities ranging from instant access to 18 months through the Flagstone platform. These investments are securely held with various UK financial institutions that are FSCS-protected.

Reserves policy
The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The trustees consider that the charity should hold sufficient reserves for the following purposes:

Operating reserve to cover the position if the charity faced closure and required funds to meet all obligations in such an event
Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition
Equipment replacement reserve to cover a rolling programme of replacement of IT equipment
Special projects reserve to provide flexible funding for special projects and organisational capacity building (e.g. staff development, research, infrastructure investment) that advance the charity's objectives, independent of expected income generation.

The trustees review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

Risk Management
The trustees continue to assess the major risks to which the charity is exposed. Risks are recorded in a risk register which is reviewed by the committees quarterly and the Board on an annual basis. Major risks identified in this reporting period were:

Income not well diversified with reliance on a few key contracts - the charity continues to have close relationships with its funders and is regularly invited to submit expressions of interest in new services. We are using the services of a freelance fundraiser to increase bids to grantmakers.

IT failures and security - although the charity has external support and robust security procedures, it is very dependent on its IT and this inevitably remains a risk area. Response plans are to be further developed in the coming year to address the risks. The charity has recently successfully completed the NHS data security toolkit and Cyber essentials reassessments.

Future plans

Several initiatives are being planned for the year 2025-26 and beyond. Some of the key initiatives are given below:

- Strategy for raising funds from trusts and foundations, donations and paid for services are constantly being discussed and different initiatives launched during the course of the year
- Continue to develop our data intelligence and use this information to develop new insights
- Explore Dementia services within the borough and look for opportunities to enhance our services
- Develop our Engaged Client Groups via Older people advisory group and later life network
- Contribute to the development of a robust VCS Alliance to ensure stronger VCS voice within the statutory system through VCSLB
- Enhance and explore new partnerships to build capacity and reach of our services and support.

Reserves and Going concern

At the balance sheet date the charity's total reserves were £1,619,095. After deducting restricted funds together with the value of tangible fixed assets, the reserves freely available to the charity were £1,061,614. The trustees have reviewed these reserves and have designated them as follows:

operating reserve	£250,000
building and capital asset reserve	£150,000
equipment replacement reserve	£11,486
employee assistance	£6,000
support for operations in 25-26	£224,743
special projects reserve	£419,385

Trustees established a new designated reserve for employee assistance with an initial allocation of £6,000.

The Board has agreed £224,743 to support various of the charity's operations for the coming year for which there is no other currently agreed funding. This includes the helpline which is a vital service for beneficiaries being the principal avenue through which people approach the charity for support.

The charity has prepared plans and forecasts (including on a reasonable worst case basis) which provide comfort that the charity has sufficient reserves to continue to operate for at least 12 months from the date of signing the balance sheet.

Age UK Croydon

Trustees' report
for the year ended
31 March 2025

Statement of Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of the charitable company 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 Accounting 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 the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report, which has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, was approved by the Board on and signed on its behalf.

B. Scanlan

Brenda Scanlan

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

Opinion
We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources andapplication of resources, including its income and expenditure forthe year then ended

- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice

- 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 Age UK Croydon's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or

- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage ofthe small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

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

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. 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.

Use of our report

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

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

23 September 2025

Age UK Croydon

Statement of financial activities and Income and expenditure account
for the year ended 31 March 2025

	Note	Unrestricted funds	Restricted funds	Total funds 2025	Unrestricted funds	Restricted funds	Total funds 2024
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	316,171	103,214	419,385	32,299	129,513	161,812
Charitable activities	4	1,305,282	771,868	2,077,150	1,537,227	568,742	2,105,969
Other trading activities	5	6,653	-	6,653	4,736	-	4,736
Investments		47,134	-	47,134	39,104	-	39,104
Total income		1,675,240	875,082	2,550,322	1,613,366	698,255	2,311,621
Expenditure on:							
Raising funds		49,907	-	49,907	34,069	-	34,069
Charitable activities		1,161,258	935,883	2,097,141	1,514,001	757,597	2,271,598
Total expenditure	6/7	1,211,165	935,883	2,147,048	1,548,070	757,597	2,305,667
Net gain/(loss) on fixed asset disposal				-	(336)	-	(336)
Net gain/(loss) on investments	13	637	-	637	7,979	-	7,979
Net income/(expenditure)		464,712	(60,801)	403,911	72,939	(59,342)	13,597
Transfers between funds	17	(59,952)	59,952	-	(50,806)	50,806	-
Net movement in funds		404,760	(849)	403,911	22,133	(8,536)	13,597
Reconciliation of funds							
Total funds brought forward		1,184,309	30,875	1,215,184	1,162,176	39,411	1,201,587
Total funds carried forward	17	1,589,069	30,026	1,619,095	1,184,309	30,875	1,215,184

All of the above results derive from continuing activities.

There were no other recognised gains and losses other than those stated above.

Movements in funds are disclosed in note 17 to the financial statements.

Age UK Croydon

Company no. 03921436

Balance sheet

as at 31 March 2025

	Note	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	11		527,455		519,525
Investment in Age UK Croydon Trading Ltd	12		100		100
Investments	13		-		120,007
Total fixed assets			527,555		639,632
Current assets					
Debtors	14	194,421		542,274	
Investments	15	810,504		425,000	
Cash at bank and in hand		414,641		534,688	
Total current assets		1,419,566		1,501,962	
Creditors: amounts falling due within one year	16	(328,026)		(926,410)	
Net current assets/(liabilities)			1,091,540		575,552
Total assets less current liabilities			1,619,095		1,215,184
Net assets	18		1,619,095		1,215,184
The funds of the charity:					
Restricted funds			30,026		30,875
Unrestricted funds:					
- General funds		527,455		519,525	
- Designated funds		1,061,614		664,784	
Total unrestricted funds			1,589,069		1,184,309
Total charity funds	17		1,619,095		1,215,184

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The accounts were approved and authorised for issue by the trustees on and signed on their behalf by:

B Scanlan.

Brenda Scanlan, Chair

Age UK Croydon

Company no. 03921436

Statement of Cash Flows

for the year ended

31 March 2025

	Note	2025	2024
		£	£
Cash (used in)/provided by operating activities	20	113,753	(660,279)
Cash flows from investing activities			
Investment income		47,134	39,104
Purchase of current asset investments	15	(385,504)	(176,000)
Sale of fixed asset investments	13	119,796	-
Purchase of tangible fixed assets	11	(15,226)	-
Cash used in investing activities		(233,800)	(136,896)
(Decrease)/Increase in cash and cash equivalents in the year		(120,047)	(797,175)
Cash and cash equivalents at the start of the year		534,688	1,331,863
Cash and cash equivalents at the end of the year		414,641	534,688

Analysis of changes in net debt

	At start of year	Cashflows	At end of year
	£	£	£
Cash	534,688	(120,047)	414,641
	534,688	(120,047)	414,641

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

1 Statutory information

Age UK Croydon is a private company limited by guarantee with no share capital, domiciled in England and Wales, registration number 03921436. In the event of the charity being wound up, the liability in respect of the guarantee is restricted to £1 per member of the company.

2 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(i) Basis of preparation

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 (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Age UK Croydon meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(ii) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(iii) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

2 Accounting policies (cont'd)

(iv) Income recognition

Income is recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds
- receipt of the income is considered probable
- the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donated goods, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- For legacies, entitlement is taken as the earlier of the date on which either:
  - the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the charity that a distribution will be made, or
  - when a distribution is received from the estate.

  Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Government grants are recognised when receivable unless performance-related conditions apply to them; in which case they are recognised when the performance-related conditions are met.
- Investment income is recognised on an accruals basis.
- Income received in advance of the charity becoming entitled to it is deferred until such time as the services have been provided.

(v) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs associated with attracting voluntary income and activities for generating funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis using a combination of staff numbers and staff time.

2 Accounting policies (cont'd)

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

computers, fixtures and fittings	20% reducing balance
freehold land and buildings	do not depreciate

No depreciation has been provided for freehold buildings as the realisable value is greater than the carrying value at the balance sheet date.

Although this accounting policy deviates from FRS 102 and the general requirement of the Companies Act 2006 for all tangible fixed assets to be depreciated, it is the opinion of the trustees that deviation from the standard is necessary for the financial statements to give a true and fair view.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities.

(vii) Pensions

The charity's employees are able to make contributions into a defined contribution pension scheme. Eligible employees are automatically enrolled unless they have exercised their right to opt out of scheme membership. Employees may choose to contribute 4% or more of their salary and the charity contributes 4%.

(viii Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(ix) Current asset investments

Current asset investments include deposits held with a maturity of between three and twelve months.

(x) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(xi) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(xii) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2025	Unrestricted funds	Restricted funds	Total 2024
	£	£	£	£	£	£
Donations	8,841	-	8,841	7,620	1,737	9,357
Legacies	286,880	-	286,880	2,179	-	2,179
Grants:						
NASP	-	2,000	2,000	-	-	-
Mercers/The Charity of Sir Richard Whittington	-	37,500	37,500	-	-	-
Charities Aid Foundation	-	46,250	46,250	-	55,000	55,000
Croydon Relief in Need	-	-	-	-	14,860	14,860
London Catalyst	-	-	-	-	3,000	3,000
Garfield Weston	12,500	-	12,500	12,500	-	12,500
Age UK London	-	5,200	5,200	-	3,616	3,616
Age UK	7,500		7,500	10,000	34,800	44,800
Emmanuel Hospital	-	9,375	9,375	-	12,500	12,500
Parkinsons UK	-	1,389	1,389	-	-	-
Others	450	1,500	1,950	-	1,000	1,000
Donation in kind: Ecoaudit	-	-	-	-	3,000	3,000
Total	316,171	103,214	419,385	32,299	129,513	161,812

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2025	Unrestricted funds	Restricted funds	Total 2024
	£	£	£	£	£	£
Healthier Lifestyles	197,618	124,475	322,093	230,490	125,500	355,990
Personal Independence Co-ordinators	973,586	-	973,586	918,007	-	918,007
Care Home Connectors	17,400	-	17,400	255,975	-	255,975
ICB Innovation fund		-	-	34,200	-	34,200
Memory Tree Café	-	5,526	5,526	-	3,684	3,684
Dementia café in a care home	-	12,965	12,965	-	16,565	16,565
Information and advice	70,000	7,500	77,500	71,108	7,500	78,608
HCT Healthier Communities Together	22,980	222,638	245,618	8,617	243,720	252,337
Localities Commissioning	19,490	392,282	411,772	18,830	171,773	190,603
Household Support fund	4,208	6,482	10,690	-	-	-
	1,305,282	771,868	2,077,150	1,537,227	568,742	2,105,969

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

5 Income from other trading activities

	Total 2025	Total 2024
	£	£
Brigstock Road Community Hub	5,415	2,025
Fundraising activities	442	1,979
FIT solar panels	646	257
Other	150	475
	6,653	4,736

All income from trading activities relates to unrestricted funds.

6 Expenditure allocation - current year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2025
	£	£	£	£	£
Charitable activities					
Information and Advice	139,646	2,290	-	55,075	197,011
Befriending & Community Engagement	67,142	5,302	-	41,736	114,180
Healthier Lifestyles	203,739	11,709	-	77,407	292,855
Memory Tree cafes	33,344	6,838	-	17,621	57,803
Care Home Connectors	11,091	21	-	4,820	15,932
Personal Independence Co-ordinators	550,305	29,103	-	200,600	780,008
Brigstock Road community hub	5,593	8,738	-	3,300	17,631
Brigstock Road Refurbishment	-	-	-	-	-
HCT Healthy Communities together	-	-	222,638	-	222,638
Localities Commissioning	-	-	392,282	-	392,282
Household Support	-	-	6,482	-	6,482
Hardship fund	-	319	-	-	319
					-
	1,010,860	64,320	621,402	400,559	2,097,141
Raising funds					
Fundraising costs	39,825	4,270	-	5,812	49,907
	39,825	4,270	-	5,812	49,907
Governance	-	7,105	-	(7,105)	-
Premises costs	-	16,240	-	(16,240)	-
General support costs	290,040	92,986	-	(383,026)	-
	290,040	116,331	-	(406,371)	-
Total	1,340,725	184,921	621,402	-	2,147,048

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

6a Expenditure allocation - previous year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2024
	£	£	£	£	£
Charitable activities					
Information and Advice	142,427	2,380	-	53,648	198,455
Befriending & Community Engagement	90,912	4,356	-	49,455	144,723
Healthier Lifestyles	186,384	17,577	-	68,803	272,764
Memory Tree cafes	35,655	7,059	-	18,213	60,927
Care Home Connectors	117,996	968	92,728	41,409	253,101
Personal Independence Co-ordinators	586,942	7,712	-	209,008	803,662
Innovation fund	5,504		-	1,661	7,165
Brigstock Road community hub	-	6,993	-	9,285	16,278
Brigstock Road Refurbishment	-	82,985	-	-	82,985
HCT Healthy Communities together	-	-	243,720	-	243,720
Localities Commissioning	-		171,773	-	171,773
Moving costs	-	14,472	-	-	14,472
Hardship fund	-	1,573	-	-	1,573
	1,165,820	146,075	508,221	451,482	2,271,598
Raising funds					
Fundraising costs	17,066	14,694	-	2,309	34,069
					-
	17,066	14,694	-	2,309	34,069
Governance	-	7,860	-	(7,860)	-
Premises costs	-	65,404	-	(65,404)	-
General support costs	326,162	54,365	-	(380,527)	-
	326,162	127,629	-	(453,791)	-
Total	1,509,048	288,398	508,221	-	2,305,667

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

7 Support costs - current year

	Governance	Premises	General support	Total 2025
	£	£	£	£
Staff costs	-	-	268,809	268,809
Staff costs - volunteering	-	-	21,231	21,231
Amounts payable to auditor:				
statutory audit	4,860	-	-	4,860
Payroll services	-	-	3,806	3,806
Legal & Professional	-	-	684	684
Consultancy fees	1,000	-	6,600	7,600
Staff training	-	-	1,677	1,677
Recruitment and DBS	575	-	220	795
Office costs	-	-	13,648	13,648
IT and website	-	-	24,888	24,888
Depreciation	-	-	6,428	6,428
Telephone	-	-	16,098	16,098
Other finance costs	-	-	3,454	3,454
Rent and service charge	-	7,388	-	7,388
Business rates	-	886	-	886
Insurance	-	-	8,584	8,584
Light, heat and water	-	4,592	-	4,592
Refuse & waste disposal	-	3,374	-	3,374
Volunteer costs	-	-	1,003	1,003
Other costs	670	-	5,896	6,566
	7,105	16,240	383,026	406,371

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

7a Support costs - previous year

	Governance	Premises	General support	Total 2024
	£	£	£	£
Staff costs	-	-	305,850	305,850
Staff costs - volunteering	-	-	20,312	20,312
Amounts payable to auditor:				-
statutory audit	4,960	-	-	4,960
Payroll services	-	-	9,444	9,444
Legal & Professional	2,651	-	-	2,651
Staff training	-	-	1,086	1,086
Recruitment and DBS	-	-	199	199
Office costs	-	-	8,001	8,001
IT and website	-	-	25,286	25,286
Depreciation	-	-	6,080	6,080
Telephone	-	-	18,517	18,517
Other finance costs	-	-	4,923	4,923
Maintenance and other premises costs	-	11,112	(32,000)	(20,888)
Rent and service charge	-	32,904	-	32,904
Business rates	-	2,450	-	2,450
Insurance	-	-	7,314	7,314
Light, heat and water	-	16,191	-	16,191
Refuse & waste disposal	-	2,747	-	2,747
Volunteer costs	-	-	1,486	1,486
Other costs	249	-	4,029	4,278
	7,860	65,404	380,527	453,791

8 Staff and trustee remuneration

	2025	2024
	£	£
Staff costs were as follows:		
Salaries and wages	1,182,476	1,339,903
Social Security costs	104,668	119,965
Employer's contribution to defined contribution pension schemes	43,842	49,180
Redundancy costs	9,739	-
Total	1,340,725	1,509,048

The number of employees whose total employee benefits (excluding employer pension costs) exceeded £60,000 were as follows:

	2025	2024
£70,000 - £79,999	1	1

None of the Trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity (2024: £nil) One trustee was reimbursed for expenses during the year of £54 (2024: £84).

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team . The total employee benefits of the key management personnel of the charity were £215,663 (2024: £242,087).

9 Staff numbers

The average number of employees was as follows:

	2025	2024
	Headcount	Headcount
Information and Advice	7	6
Befriending & Community Engagement	3	3
Healthier Lifestyles	10	9
Memory Tree cafes	2	2
Care Home Connectors	0	3
Personal Independence Co-ordinators	16	19
Administration & Management	7	9
Volunteer co-ordination	1	1
	46	52

10 Related party transactions

The aggregate amount of donations received from related parties in the year was £nil (2024: £nil).

There were no other related party transactions (2024: none).

11 Tangible fixed assets

	Freehold land	Freehold buildings	Fixtures & Fittings	Office Equipment	Total
	£	£	£	£	£
Cost or deemed cost					
At 1 April 2024	-	489,976	9,996	57,080	557,052
Transfers	21,303	(21,303)	-	-	-
Additions	-	-	5,712	9,514	15,226
Disposals	-	-	-	(3,498)	(3,498)
At 31 March 2025	21,303	468,673	15,708	63,096	568,780
Accumulated depreciation					
At 1 April 2024	-	-	6,263	31,264	37,527
Charge for the year	-	-	747	5,681	6,428
Disposals	-	-	-	(2,630)	(2,630)
At 31 March 2025	-	-	7,010	34,315	41,325
Net book value					
At 31 March 2025	21,303	468,673	8,698	28,781	527,455
At 31 March 2024	-	489,976	3,733	25,816	519,525

During the year the charity undertook an exercise to identify the proportion of its freehold property which related to land with the assistance of a professional valuer, Brian Gale & Associates Limited. Freehold land is now shown separately to buildings.

12 Investment in subsidiary

The charity owns 100% of the share capital of Age Uk Croydon Trading Limited, registered in England and Wales with company number 05792724.

The company was dormant in the period with net assets of £100.

13 Fixed asset investments

	2025	2024
	£	£
At 1 April	120,007	113,283
Unrealised gain/(loss) on investments	637	7,979
Disposal	(119,796)	-
Charges	(848)	(1,255)
Market value at 31 March	-	120,007
Consisting of:		
Multi Asset actively managed portfolio	-	119,799
Cash	-	208
	-	120,007

Investments were held within a multi asset portfolio managed by an investment manager. During the year the portfolio was closed and the proceeds reinvested in fixed term cash investments through the Flagstone platform. These investments are securely held with various UK financial institutions that are FSCS-protected.

14 Debtors

	2025	2024
	£	£
Trade debtors	120,143	395,498
Prepayments and accrued income	29,556	146,701
Other debtors	44,722	75
Total	194,421	542,274

15 Current asset investments

	2025	2024
	£	£
Deposits with a maturity date of:		
Three to six months	362,516	255,000
Six to twelve months	447,988	170,000
Total	810,504	425,000

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	23,088	22,604
Taxation and social security	23,854	27,271
Other creditors	17,931	8,216
Deferred income	225,200	803,541
Accruals	37,953	64,778
Total	328,026	926,410

Deferred income

	2025	2024
	£	£
Balance at beginning of year	803,541	1,167,954
Amounts released to income	(978,532)	(1,282,833)
Amounts deferred in the year	400,191	918,420
Balance at the end of the year	225,200	803,541

Income is deferred when it has been invoiced or received in advance of the relevant activity being carried out or (in the case of grant income) when performance-related conditions have not yet been met.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2025

17 Movements in funds

	At 1 April 2024 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2025 £
Restricted funds:					
Hardship fund	15,281	-	(319)	-	14,962
Information and advice	-	7,500	(7,500)	-	-
Befriending	-	46,250	(48,648)	2,398	-
Healthier Lifestyles	14,503	125,864	(125,303)	-	15,064
Memory Tree cafes	1,091	20,491	(57,804)	36,222	-
Emmanuel Hospital	-	9,375	(9,375)	-	-
Community Engagement	-	43,200	(65,532)	22,332	-
HCT Healthier Communities Together	-	222,638	(222,638)	-	-
LCM Localities Commissioning Funds	-	392,282	(392,282)	-	-
Household Support fund	-	6,482	(6,482)	-	-
Communities First	-	1,000	-	(1,000)	-
Total restricted funds	**30,875**	**875,082**	**(935,883)**	**59,952**	**30,026**
Unrestricted funds:					
Building and capital assets reserve	150,000	-	(5,712)	5,712	150,000
Operating reserve	250,000	-	-	-	250,000
Equipment replacement reserve	10,000	-	-	1,486	11,486
Special projects reserve - unallocated	130,002	286,880	-	2,503	419,385
Special projects reserve - 2024-25 support	99,000	-	-	(99,000)	-
Special projects reserve - 2025-26 support	-	-	-	224,743	224,743
Fair value reserve	25,782	637	-	(26,419)	-
Employee assistance fund	-	-	-	6,000	6,000
Total designated funds	**664,784**	**287,517**	**(5,712)**	**115,025**	**1,061,614**
General funds	519,525	1,388,360	(1,205,453)	(174,977)	527,455
Total unrestricted funds	**1,184,309**	**1,675,877**	**(1,211,165)**	**(59,952)**	**1,589,069**
Total funds	**1,215,184**	**2,550,959**	**(2,147,048)**	**-**	**1,619,095**

17a Movements in funds (Cont'd)

Movements in funds - previous year

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2024 £
Restricted funds:					
Hardship fund	16,354	500	(1,573)	-	15,281
Information and advice	276	-	(276)	-	-
Befriending	-	55,000	(93,709)	38,709	-
Healthier Lifestyles	609	133,000	(119,106)	-	14,503
Memory Tree cafes	22,172	39,846	(60,927)	-	1,091
Emmanuel Hospital	-	12,500	(12,500)	-	-
Community Engagement	-	38,916	(51,013)	12,097	-
HCT Healthier Communities Together	-	243,720	(243,720)	-	-
LCM Localities Commissioning Funds	-	171,773	(171,773)	-	-
Ecoaudit	-	3,000	(3,000)	-	-
Total restricted funds	**39,411**	**698,255**	**(757,597)**	**50,806**	**30,875**
Unrestricted funds:					
Building and capital assets reserve	100,000	-	(82,985)	132,985	150,000
Operating reserve	250,000	-	-	-	250,000
Equipment replacement reserve	-	-	-	10,000	10,000
Special projects reserve - unallocated	120,517	2,179	-	7,306	130,002
Special projects reserve - 2024-25 support	-	-	-	99,000	99,000
Special projects reserve - I&A	115,000	-	-	(115,000)	-
Special projects reserve - Community	31,524	-	-	(31,524)	-
Fair value reserve	17,803	7,979	-	-	25,782
General funds	527,332	1,611,187	(1,465,421)	(153,573)	519,525
Total unrestricted funds	**1,162,176**	**1,621,345**	**(1,548,406)**	(50,806)	**1,184,309**
Total funds	**1,201,587**	**2,319,600**	**(2,306,003)**	**-**	**1,215,184**

17 Movements in funds (Cont'd)

Purposes of restricted funds

The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- Hardship fund is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of designated funds

- Operating reserve: held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- Building and capital asset reserve: held to cover repairs not covered by insurance, improvement to capital assets of the charity, or to allow for necessary capital asset acquisition
- Equipment replacement reserve: held to allow for replacement or repair of equipment (principally IT)
- Special projects reserve: held to fund new projects focused on developing new services. This reserve is created from legacy income received and amounts from unrestricted surpluses.
- Fair value reserve: holds the unrealised gains on the investment portfolio to the extent that they exceed losses.
- Employee assistance fund: to support employees in need.

18 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	527,455	-	527,455
Investments	100	-	100
Net current assets	1,061,514	30,026	1,091,540
Net assets at 31 March 2025	1,589,069	30,026	1,619,095

18a Analysis of net assets between funds - previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	519,525	-	519,525
Investments	120,107	-	120,107
Net current assets	544,677	30,875	575,552
Net assets at 31 March 2024	1,184,309	30,875	1,215,184

19 Guarantees and other financial commitments

	2025	2024
	£	£
Operating lease commitments due:		
within one year	4,918	8,084
between one and five years	614	5,062
	5,532	13,146

20 Reconciliation of net movement in funds to net cash flow from operating activities

	2025	2024
	£	£
Net income for the reporting year (as per the statement of financial activities)	403,911	13,597
Adjustments for:		
Depreciation charge	6,428	7,471
Loss/(Gain) on investments	(637)	(7,979)
Loss/(Gain) on fixed asset disposals	868	336
Investment charges	848	1,255
Interest income from investments	(47,134)	(39,104)
Decrease/(Increase) in debtors	347,853	(197,393)
Increase/(decrease) in creditors	(598,384)	(438,462)
Net cash (used in)/provided by operating activities	113,753	(660,279)

AGE UK CROYDON

England & Wales - Charity number 1081013

Accounts

AGE UK CROYDON

(Limited by Guarantee)

COMPANY NO.: 03921436

CHARITY NO.: 1081013

REPORT AND ACCOUNTS

for the year ended
31 March 2024

Age UK Croydon

Status:	Company limited by guarantee no. 03921436 Charity registration no. 1081013 The company's governing document is its memorandum and articles of association adopted on 8 February 2000. These were amended by special resolution on 21 September 2011, 17 June 2014, 7 March 2023 and 20 April 2024.
Registered office:	81 Brigstock Road Thornton Heath CR7 7JH
Trustees	Ms S Nicklin (Chair) Mr O Sauba (Treasurer, Chair of Finance Committee) Ms B Scanlan (Chair of Governance & Nominations Committee) Ms O Khan Mr I Mannan Ms D Davison Mr C Briggs Mr K Kyei (appointed 6 March 2024)
Senior leadership team:	Mr S Gulati (CEO) Mrs S Underhill (Programmes Director) Mrs R Liard (HR & Governance Director) Mrs M Moore (Finance Director - to 19 July 2024)
Auditors:	Myrus Smith Norman House 8 Burnell Road Sutton SM1 4BW
Bankers:	Co-operative Bank PO Box 250 Delf House, Southway Skelmersdale WN8 6WT
Investment advisers:	Rathbone Investment Management 8 Finsbury Circus London EC2M 7AZ

Age UK Croydon

Trustees' report
for the year ended
31 March 2024

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law ('the trustees'), are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Public Benefit Statement
The trustees have given due regard to the Charity Commission's guidance on public benefit and have concluded that the charity's purposes satisfy both elements of the public benefit requirement. Specifically, that:
• the benefits from our purpose are evidenced by responding to the need of our beneficiaries, in particular London Borough of Croydon's recognition that the age of a population has an overwhelming influence on health and social care needs (Annual Public Health Report, 2017).
• any detriment or harm that results from the purpose (to people, property or the environment) does not outweigh the benefit, evidenced by our monitoring and evaluation processes which capture client feedback, including compliments, comments and complaints.
• our services are accessible to a sufficient section of the Public, evidenced by service eligibility which, where applied, targets accessibility to those most in need of the service. Our paid-for services offer a combination of competitive rates, subsidies, discounts and free options in order to avoid restriction of the service to those who can afford them.
• our services do not give rise to more than incidental personal benefit, evidenced by our service delivery plans and service contracts which have been designed to meet our charitable purpose.

Structure, Governance and Management
Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company.

Recruitment and appointment of new Trustees
The trustees have a Governance and Nominations committee to manage the recruitment and appointment of new trustees. The committee members are: B Scanlan (Chair), C Briggs, D Davison and S Nicklin.

Induction and training of Trustees
Trustees' induction is hosted by the Chair, CEO and HR & Governance Director. This is complimented with an e-learning hosted by Stone King, Essential Trustee training. During the trustee journey there are opportunities for trustees to further develop skills / knowledge including financial training for trustees. Trustees can also meet with the senior leadership team to enhance their knowledge about the organisation and its services.

Age UK Croydon

Trustees' report
for the year ended
31 March 2024

Organisational structure

The Board has two subcommittees: Governance and Nominations, and Finance. Strategic direction for the charity is set by the Board, in consultation with the CEO and Senior Leadership Team. The CEO, supported by the SLT, has direct responsibility for strategy implementation via the organisation's core functions and its services. The Board has adopted a scheme of delegation which sets out in detail the responsibilities of the Board, CEO, SLT and Integrated Leadership Team (ILT).

Networks and partnerships

Age UK Croydon is a brand partner within the Age UK national network. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. The partnership enables Age UK Croydon to benefit from the strength and support of a larger network, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda while remaining able to operate effectively as a local, independent charity. We have passed the Age UK national quality standard for information and advice services.

We partner with many organisations within the voluntary sector within Croydon to provide streamlined and relevant services. We are members of the Local Voluntary Partnership Board and of One Croydon Alliance, which brings together the South West London NHS Clinical Commissioning Group, the South London and Maudsley NHS Trust, the London Borough of Croydon, the Croydon GP Collaborative and the Voluntary Sector in Croydon and is focussed on improving the health and wellbeing of all adults in the borough.

Strategy and Governance

Following several planning and discussion sessions with the Trustee Board, Senior Leadership Team, Integrated Leadership Team and Age UK Croydon Staff between April and September 2023, our 3 year strategy was launched in November 2023.

We have 5 key objectives for the strategy:
SO1. Achieving sustained income growth, focusing on unrestricted income, so that we can invest, innovate and build capacity
SO2. Expand our reach in our community, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups)
SO3. Working together to deliver a holistic client journey, making every contact count
SO4. Building one diverse, skilled and empowered team. We will attract, retain and nurture staff and volunteers, so that everyone fulfils their potential
SO5. Becoming the organisation of choice for funders, partners and as an employer

Our strategy is guided by our Vision and Mission and underpinned by our values and our One Team One Organisation Approach to integrate our service offer and provide a truly person-centred approach to working with older residents in Croydon. AUKC will continue to deliver service against a mixed environment of challenge and opportunity.

Age UK Croydon

Trustees' report
for the year ended
31 March 2024

Fundraising activities
During the year, we have not actively raised income from community fundraising and have not received any complaints in respect of such activity. We are not aware of any breach, material or otherwise, of any fundraising code or regulation and because community fundraising plays no material role in our income generation activity, we are not registered with the UK Fundraising Regulator. The charity does not use professional fundraisers or commercial participators in connection with public fundraising.

Objectives and activities

Our Vision : Valuing Ageing Improving Lives Growing Communities

Our Mission : to reach, involve, support and connect people so they can age well in Croydon.

Our charitable objectives as set out in our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Croydon:

(a) preventing or relieving the poverty of older people;
(b) advancing education;
(c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
(d) promoting equality and diversity;
(e) promoting the human rights of older people in accordance with the universal declaration of human rights;
(f) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
(g) such other charitable purposes for the benefit of older people as the Charity trustees from time to time decide;

at the discretion of the Charity Trustees, to promote the relief of adults in need by reason of ill-health, disability, financial hardship or other disadvantage where engagement in such activity is considered complementary to the Charity's primary purpose.

Our activities include the provision of:

Information & Advice- we provide independent, impartial, free and confidential information and advice in the community, over the phone, by email and online.
Befriending – we promote independent living by arranging home visits and phone calls from volunteers.
Community hub – our Brigstock Road hub offers a range of activities for older people and the wider community.
Healthier lifestyles – we provide regular exercise classes, health checks and wellbeing talks to enable older people to manage and improve their health, and reduce the risk of falls at home by arranging aids and home adaptations which build confidence and independence.
Memory Tree café – provides a much needed safe environment for people living with dementia and their family carers.
Personal Independent Co-ordinators – we work in a person centred way helping people identify their own goals to regain independence and live the life they want to live.
Care Home Connectors - delivered in partnership with Asian Resource Centre Croydon, this service works with care home residents over 18 and their families to link them with health and social care teams and services and activities in the local community.

Our staff team of 50 is supported by over 90 dedicated volunteers who work together to deliver our services. We aim to provide a holistic solution for older people to access the services they require in one place.

Volunteers
This year, our Volunteer Programme prioritised growing the number of volunteers across the organisation, with a focus on improving engagement during the recruitment and onboarding process. Another priority was to ensure that potential volunteers understood that we offer flexible volunteer roles that could fit into their weekly schedule. We reached a total of 98 active volunteers.

We actively reach out to people who have never volunteered before, with 56% of our volunteer team having no prior volunteering experience. Despite this, we were pleased to see a high level of volunteer satisfaction with 98% of volunteers reporting feeling highly satisfied or satisfied with their experience with us. Additionally, 89% of our volunteers would recommend volunteering with Age UK Croydon to a friend.

Achievements and performance

Information and Advice
The Information & Advice Service works borough-wide to provide access to quality-assured free, impartial information and advice over the phone, via email and in person either at home or in outreach venues.

Our helpline service has continued to provide support to clients, their relatives and friends and professionals across the borough. The helpline team of staff and volunteers assess needs and offer timely and relevant information and signposting responses. They also refer on, where required, to our advisers or to other Age UK Croydon services.

We have a small team of one full-time and three part-time advisers who offer specialist advice, face to face (including home visits) or over the phone . Demand for this service is constantly high with a wide range of challenges. These commonly include cost of living issues, digital isolation, council tax arrears, housing problems, issues accessing support and applying for benefits, plus many more concerns relating to ageing and navigating statutory and other services for themselves or those they care for.

During 2023-24 our Helpline responded to 4943 enquiries on the phone or via email. In addition, the number of in-person enquiries at our Brigstock Road office has grown rapidly, with 184 visitors during the year.

We received 803 advice referrals during the year, and 324 outreach enquiries. We have supported many clients to apply for benefits and maximise income, resulting in a total monetary outcome figure for the year of £1,209,530.

Befriending service

Our Befriending Service continues to prove popular, with many volunteer applicants requesting to become befrienders. Most matches have transitioned from phone-based interactions to face-to-face meetings, reflecting a preference for more personal connections from clients.

We successfully integrated our Befriending Service into the Care Home Connector initiative, pairing volunteers with residents in care and nursing homes. This pilot program proved highly successful and popular for residents and volunteers who appreciated the opportunity to engage directly with care home residents.

Currently, we have 58 ongoing befriending matches, with 52 volunteers actively engaged. The average length of these befriending relationships is 15 months, indicating a high level of commitment from both volunteers and clients.

Community engagement

The Community Engagement Service has expanded our reach in Croydon this year. We have ventured out into the community, working closely with other Voluntary, Community and Social Enterprise (VCSE) organisations, strengthening existing connections and listening to the voices of new and existing clients to deliver a popular range of events and activities.

We actively engaged new clients through outreach at various community and voluntary sector groups such as the University of the Third Age, Croydon Vision, faith groups such as the Ahmadiyya Muslim Women's Association and many more. Additionally, we played a pivotal role as hosts and delivery partners at the Brigstock Road 'Community Hub' as part of the Healthy Communities Together programme.

Over the past year our Brigstock Road site hosted 256 activity sessions, attracting 5,044 visits and 128 new activity registrations. Supported by a team of 22 volunteers, we successfully launched and delivered new events and activities.

Healthier Lifestyles

Live Love Later Life is a service which focuses on delivering physical activity and health promotion in Croydon care homes to help reduce falls and frailty. We aim to deliver, educate and provide care homes with a sustainable model with which to continue once our intervention ends.

In 2034/34 we worked with 16 care homes, reaching 342 care home residents and 124 community residents throughout 777 sessions (exercise classes, wellbeing talks and health assessments.

The *Personal Safety Project* delivers a very successful service that facilitates minor aids and adaptations to be made in the homes of those living independently in Croydon. Our Trusted Assessors do a full risk assessment before recommending and sourcing equipment that can aid independence and reduce the risk of falls. The project aims to enable people over 65 to stay living independently in their own homes for longer than they would otherwise and contributes to relieving pressure from statutory Occupational Therapy services.

This year PSP received 400 referrals. 888 risk assessments and follow ups were carried out. Handrails were fitted in 372 properties and other equipment non fixed equipment provided in 280 properties.

Healthsmart delivers Health Hubs to clients in community settings across Croydon. These Health Hubs aim to improve health promotion and awareness through exercise sessions, health & wellbeing talks and through the delivery of basic health checks such as blood pressure, BMI, waist circumference and diabetes screening.

Starting in February 2023, the last year has seen us set up and establish 6 Health Hubs across the borough. Each hub location has continued to grow in popularity month on month and we have had to set up additional hubs due to reaching capacity in some areas.

Over the past year 437 clients have engaged with Health Smart with 5269 attendances at Health Hubs and a further 121 attendances at Outreach sessions. In total we ran 284 exercise sessions and conducted 1227 health checks.

Memory Tree cafe

We have three established 'Memory Tree Cafés for people living with dementia (PLWD) and their carers in North, South and East Croydon. The cafés give our clients access to: social engagement; other people with the same lived experience; information and signposting to other services and a range of fun, stimulating activities.

We delivered 114 sessions across our 3 venues reaching 134 PLWD and their carers.

Personal Independent Co-ordinators

The Personal Independence Coordinator (PIC) service works with older people (aged over 50) who have a complex range of health and support needs to help them identify their own personal goals so they can retain and regain their independence. The aim is to help people become better informed about how to manage their own health and to help them live independently for longer, as well as to help minimise unplanned hospital visits.

In a significant milestone, the NHS South West London Integrated Care Board (ICB) awarded us with the Supporting Independence in Croydon contract, acknowledging our role and contribution towards fostering independence among Croydon's residents.

In 2023/24 we received 591 referrals. PICs supported 752 older people and spent over 4189 hours engaged with clients. As a result 930 goals were achieved by clients (95%)

Life Essentials Assessment Framework (LEAF) 7is a preference-based Quality of Life self-assessment tool which addresses the needs of vulnerable, older people. The person being supported rates themselves in relation to seven aspects of their life in terms of their ability to have, be and do the things that they value. Overall 75% of clients saw positive changes whilst working with PICs, with 88% either maintaining or seeing further positive changes after the PIC engagement was complete.

Care Home Connectors
The Care Home Connector Service is a partnership between Age UK Croydon and the Asian Resource Centre with AUKC being the lead partner. This innovative service works with all types of care homes in the borough and with care home residents over the age of 18 who are registered with a Croydon GP.

The team provides a valuable link between care homes, residents and their families to the support and services which are available in the local community. Overall, the service aims to make care homes, residents and their families feel more connected, informed and less isolated.

From April 2023 to March 2024, the service worked with 266 residents and 66 care homes accepted the service. 610 signposts and referrals were made to 210 separate organisations and services. 92% of residents' goals were achieved.

Estate and sustainability

In summer 2023 we exited our leased offices in Central Croydon and refurbished our main site at Brigstock Road with works including replacing the electrical installation and toilets and redecoration throughout.

In our ongoing commitment to environmental responsibility, we have successfully reduced our carbon footprint across various areas during the refurbishment project. Notably, improvements have been achieved in all aspects except for a minor increase in waste, which can be attributed to the closure of our central Croydon offices and the necessary clearing of storage spaces.

Our thoughtful refurbishment choices include:
Electrical Installation and Water Conservation:
We engaged a local Croydon-based contractor for a comprehensive electrical installation. Environmentally friendly practices were prioritized, such as fitting mixer taps with flow limiters to conserve water and reduce energy consumption.

Recycled Paint Initiative:
Through collaboration with Community RePaint (sponsored by Dulux), we sourced recycled paint. This initiative not only benefits individuals, families, communities, and charities but also contributes to waste reduction.

Acknowledgments and Gratitude:
We extend our appreciation to the HM Prison & Probationary Services – Payback scheme for their valuable contributions. Staff, clients, and volunteers provided feedback and demonstrated patience during the refurbishment process.

Looking ahead, our future plans involve raising funds to complete additional refurbishment work, including addressing roofing, heating, and window needs. We remain steadfast in our commitment to sustainability and environmental awareness.

Financial Review

Financial performance during the year
The charity delivered a solid financial performance in the year. Significant contracts continued throughout the year for Personal Independence Co-ordinators, Personal Safety Project and Live Love Later Life. These contracts were subject to a tender during the year and the charity was successful in retaining them. In addition the Care Home Connectors contract continued during the year, delivered in partnership with the Asian Resource Centre Croydon, although since the year end this contract has ceased.

New grant funding was secured from Age UK's Cost of Living fund for a new Community Engagement Lead. In addition funding from Croydon Relief in Need for Memory Tree café and Garfield Weston for core costs were welcome. Following the loss of funding for Information & Advice notified in the previous year, the Board had committed part of the Special Projects reserve to support this and other services which are not fully funded. In the event, increases in core income and cost savings, principally from vacancies to which the charity was unable to recruit due to uncertainty during the long contract tender process, meant that reserves support was not needed in the year. The charity continues to operate in an uncertain funding environment for its non-contract services and awaits the result of several substantial bids. The Board has agreed continuing support from reserves during this period.

The charity continued its partnerships with other local organisations both voluntary and statutory to deliver programmes funded by the Integrated Care Board and the National Lottery Community Fund. The charity holds the funds and distributes them to its partners without itself carrying out any substantial service delivery. This activity increased significantly in the year with the addition of a new Local Commissioning Model delivered in partnership with Croydon Voluntary Action. The funds have been included in both income and expenditure and amounted to £415,493 in the year (2022-23: £109,769).

Total income for the year was £2,311,621 (2022-23: £2,032,546) Of this £698,255 (2022-23: £491,008) is restricted and £1,613,366 (2022-23: £1,541 538) is unrestricted. Total income therefore rose by £279,075. The major differences from the previous year were:
- new Healthsmart project + £119k
- expansion of Community Engagement + £39k
- partnership projects + £306k
- reduction in I&A funding - £179k

Total expenditure for the year was £2,305,667 (2022-23: £2,060,656) of which £757,597 (2022-23: £565,000) was spent from restricted funds and £1,548,070 (2022-23: £1,495,656) from unrestricted funds, leaving total reserves of £1,215,184 (2-22-23: £1,201,587).

Total reserves comprise £30,875 (2022-23: £39,411) which are restricted and £1,184,309 (2022-23: £1,162,176) which are unrestricted. Further detail of the reserves including designation is set out below.
Total expenditure rose by £245,011 largely following the changes in income. The charity spent almost £83,000 on refurbishing its Brigstock Road headquarters so expenditure would have been higher, but staff vacancies persisting through the year led to a significant reduction in staff costs.

The overall result for the year was a surplus of £13,597 (2022-23: deficit of £30,408).

Financial position at the year end
The charity continues to be in a sound financial position. Unrestricted reserves increased reflecting the surplus position. Although cash balances fell, this was partly balanced by an increase in short term cash investments. A change from invoicing in advance to arrears in relation to the charity's largest contract caused a reduction in deferred income. The new contract signed in April 2024 returns the charity to invoicing monthly in advance which should result in reduced trade debtors in 2024-25 compared to the year end position.

Remuneration policy
The trustees are responsible for determining the salary of the CEO. All other salaries are benchmarked against the market from time to time. All staff are paid at or above the London Living Wage. Trustees receive no remuneration other than their expenses.

Investment policy
The charity's investment policy delegates decisions on investments to the Finance Committee. Funds over and above those required for day to day activities are held either in bank accounts or a diversified investment portfolio managed by an external investment manager. The charity has adopted a cautious approach to risk and aims to maintain real capital value. The investment manager is instructed to avoid investment in armaments or tobacco. Cash balances surplus to immediate requirements are held in interest-bearing accounts with maturities ranging from instant access to 12 months.

Reserves policy
The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The trustees consider that the charity should hold sufficient reserves for the following purposes:

Operating reserve to cover the position if the charity faced closure and required funds to meet all obligations in such an event
Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition
Equipment replacement reserve to cover a rolling programme of replacement of IT equipment
Fair Value reserve to hold unrealised gains on the investment portfolio against possible future losses
Special projects reserve to fund new projects focussed on developing new services.
The trustees review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

Risk Management
The trustees continue to assess the major risks to which the charity is exposed. Risks are recorded in a risk register which is reviewed by the committees quarterly and the Board on an annual basis. Major risks identified in this reporting period were:
Income not well diversified with reliance on a few key contracts - the charity continues to have close relationships with its funders and is regularly invited to submit expressions of interest in new services. We are using the services of a freelance fundraiser to increase bids to grantmakers.

IT failures and security - although the charity has external support and robust security procedures, it is very dependent on its IT and this inevitably remains a risk area. Response plans are to be further developed in the coming year to address the risks. The charity has recently successfully completed the NHS data security toolkit and Cyber essentials reassessments.

Future plans
Several initiatives are being planned for the year 2024-25 and beyond. Some of the key initiatives are given below:
- Review our strategy for raising funds from trusts and foundations and explore how we can increase our success rate including signing up of new consultant bid writer
- Focus on Impact and continue to develop data skills and capacity within the organisation
- Strength the Dementia Alliance with robust partnerships from local businesses, community residents and partner organisations. This is in line with Mayor of Croydon's pledge to make Croydon a Dementia friendly borough
- Further develop our Engaged Client Groups focusing on both clients and volunteers to ensure their feedback and voice is embedded in our services
- Continue to take further steps in our One Organisation One team approach to provide holistic services for our clients, making every contact count
- Contribute to the development of a robust VCS Alliance to ensure stronger VCS voice within the statutory system
- Enhance and develop partnerships to build capacity and reach of our services and support

Reserves and Going concern

At the balance sheet date the charity's total reserves were £1,215,184. After deducting restricted funds together with the value of tangible fixed assets and fair value reserve, the reserves freely available to the charity were £639,002. The trustees have reviewed these reserves and have designated them as follows:

operating reserve	£250,000
building and capital asset reserve	£150,000
equipment replacement reserve	£10,000
special projects: support for projects in 2024-25	£99,000
special projects reserve	£130,002

The majority of the building and capital assets reserve was spent as anticipated during the year on the refurbishment of the Brigstock Road Premises. Further works are planned for the medium term and trustees agreed to increase the value of the reserve to £150,000.

Trustees established a new designated reserve for equipment replacement with an initial allocation of £10,000.

The trustees also designated part of the special projects reserve for specific services to cover timing gaps while new funding is sought. These funds are expected to be spent within the next 12 months.

The charity has prepared plans and forecasts (including on a reasonable worst case basis) which provide comfort that the charity has sufficient reserves to continue to operate for at least 12 months from the date of signing the balance sheet.

Age UK Croydon

Trustees' report
for the year ended
31 March 2024

Statement of Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of the charitable company 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 Accounting 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 the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report, which has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, was approved by the Board on 24 September 24 and signed on its behalf.

Sam Nicklin

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

Opinion
We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources andapplication of resources, including its income and expenditure forthe year then ended

- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice

- 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 Age UK Croydon's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or

- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage ofthe small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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

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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

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

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that

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.

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.

K.C. Fisher

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

24 September 2024

Age UK Croydon

Statement of financial activities and Income and expenditure account
for the year ended 31 March 2024

	Note	Unrestricted funds	Restricted funds	Total funds 2024	Unrestricted funds	Restricted funds	Total funds 2023
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	32,299	129,513	161,812	32,967	77,298	110,265
Charitable activities	4	1,537,227	568,742	2,105,969	1,501,640	413,710	1,915,350
Other trading activities	5	4,736	-	4,736	6,931	-	6,931
Investments		39,104	-	39,104	-	-	-
Total income		1,613,366	698,255	2,311,621	1,541,538	491,008	2,032,546
Expenditure on:							
Raising funds		34,069	-	34,069	32,760	-	32,760
Charitable activities		1,514,001	757,597	2,271,598	1,462,896	565,000	2,027,896
Total expenditure	6/7	1,548,070	757,597	2,305,667	1,495,656	565,000	2,060,656
Net gain/(loss) on fixed asset disposal		(336)		(336)			
Net gain/(loss) on investments	13	7,979	-	7,979	(2,298)	-	(2,298)
Net income/(expenditure)		72,939	(59,342)	13,597	43,584	(73,992)	(30,408)
Transfers between funds	17	(50,806)	50,806	-	(8,476)	8,476	-
Net movement in funds		22,133	(8,536)	13,597	35,108	(65,516)	(30,408)
Reconciliation of funds							
Total funds brought forward		1,162,176	39,411	1,201,587	1,127,068	104,927	1,231,995
Total funds carried forward	17	1,184,309	30,875	1,215,184	1,162,176	39,411	1,201,587

All of the above results derive from continuing activities.

There were no other recognised gains and losses other than those stated above.

Movements in funds are disclosed in note 15 to the financial statements.

Age UK Croydon

Company no. 03921436

Balance sheet

as at 31 March 2024

	Note	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	11		519,525		527,332
Investment in Age UK Croydon Trading Ltd	12		100		100
Investments	13		120,007		113,283
Total fixed assets			639,632		640,715
Current assets					
Debtors	14	542,274		344,881	
Investments	15	425,000		249,000	
Cash at bank and in hand		534,688		1,331,863	
Total current assets		1,501,962		1,925,744	
Creditors: amounts falling due within one year	16	(926,410)		(1,364,872)	
Net current assets/(liabilities)			575,552		560,872
Total assets less current liabilities			1,215,184		1,201,587
Net assets	18		1,215,184		1,201,587
The funds of the charity:					
Restricted funds			30,875		39,411
Unrestricted funds:					
- General funds		519,525		527,332	
- Designated funds		664,784		634,844	
Total unrestricted funds			1,184,309		1,162,176
Total charity funds	17		1,215,184		1,201,587

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The accounts were approved and authorised for issue by the trustees on 24 September 2024 and signed on their behalf by:

Sam Nicklin, Chair

Age UK Croydon

Company no. 03921436

Statement of Cash Flows

for the year ended

31 March 2024

	Note	2024	2023
		£	£
Cash (used in)/provided by operating activities	20	(660,279)	(46,674)
Cash flows from investing activities			
Investment income		39,104	-
Purchase of current asset investments	15	(176,000)	(249,000)
Purchase of tangible fixed assets		-	(6,693)
Cash used in investing activities		(136,896)	(255,693)
(Decrease)/Increase in cash and cash equivalents in the year		(797,175)	(302,367)
Cash and cash equivalents at the start of the year		1,331,863	1,634,230
Cash and cash equivalents at the end of the year		534,688	1,331,863

Analysis of changes in net debt

	At start of year	Cashflows	At end of year
	£	£	£
Cash	1,331,863	(797,175)	534,688
	1,331,863	(797,175)	534,688

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

1 Statutory information

Age UK Croydon is a private company limited by guarantee with no share capital, domiciled in England and Wales, registration number 03921436. In the event of the charity being wound up, the liability in respect of the guarantee is restricted to £1 per member of the company.

2 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(i) Basis of preparation

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 (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Age UK Croydon meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(ii) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(iii) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

2 Accounting policies (cont'd)

(iv) Income recognition

Income is recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds
- receipt of the income is considered probable
- the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donated goods, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- For legacies, entitlement is taken as the earlier of the date on which either:
  - the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the charity that a distribution will be made, or
  - when a distribution is received from the estate.

  Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Government grants are recognised when receivable unless performance-related conditions apply to them; in which case they are recognised when the performance-related conditions are met.
- Investment income is recognised on an accruals basis.
- Income received in advance of the charity becoming entitled to it is deferred until such time as the services have been provided.

(v) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs associated with attracting voluntary income and activities for generating funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis using a combination of staff numbers and staff time.

2 Accounting policies (cont'd)

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

computers, fixtures and fittings	20% reducing balance
freehold land and buildings	do not depreciate

Freehold buildings are not depreciated on the basis that repairs expenditure is incurred to maintain the condition of the asset, which is at least equivalent to what depreciation would have been.

Although this accounting policy is in accordance with FRS 102, it is a departure from the general requirement of the Companies Act 2006 for all tangible fixed assets to be depreciated. In the opinion of the trustees, compliance with the standard is necessary for the financial statements to give a true and fair view. Depreciation is only one of many factors reflected in the annual valuation and the amount of this which might otherwise have been changed cannot be separately identified or quantified.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities.

(vii) Pensions

The charity's employees are able to make contributions into a defined contribution pension scheme. Eligible employees are automatically enrolled unless they have exercised their right to opt out of scheme membership. Employees may choose to contribute 4% or more of their salary and the charity contributes 4%.

(viii Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(ix) Current asset investments

Current asset investments include deposits held with a maturity of between three and twelve months.

(x) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(xi) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(xii) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2024	Unrestricted funds	Restricted funds	Total 2023
	£	£	£	£	£	£
Donations	7,620	1,737	9,357	5,444	1,421	6,865
Legacies	2,179	-	2,179	17,523	-	17,523
Grants:						
Music for Dementia/ The Utley Foundation	-	-	-	-	3,639	3,639 -
Mercers/The Charity of Sir Richard Whittington	-	-	-	-	5,833	5,833 -
Charities Aid Foundation	-	55,000	55,000	-	55,000	55,000
Croydon Relief in Need	-	14,860	14,860	-	-	-
London Catalyst	-	3,000	3,000	-	-	-
Garfield Weston	12,500	-	12,500	-	-	-
Age UK London	-	3,616	3,616	-	-	-
Age UK	10,000	34,800	44,800	10,000	-	10,000
Emmanuel Hospital	-	12,500	12,500	-	10,625	10,625
Others	-	1,000	1,000	-	780	780
Donation in kind: Ecoaudit	-	3,000	3,000	-	-	-
Total	32,299	129,513	161,812	32,967	77,298	110,265

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2024	Unrestricted funds	Restricted funds	Total 2023
	£	£	£	£	£	£
Healthier Lifestyles	230,490	125,500	355,990	219,156	7,000	226,156
Age UK London	-	-	-	24,800	-	24,800
Personal Independence Co-ordinators	918,007	-	918,007	921,945	-	921,945 -
Care Home Connectors	255,975	-	255,975	244,785	-	244,785
ICB Innovation fund	34,200	-	34,200	48,500	-	48,500
Memory Tree Café	-	3,684	3,684	-	40,000	40,000
Dementia café in a care home	-	16,565	16,565	-	5,042	5,042
Information and advice	71,108	7,500	78,608	11,668	251,899	263,567
HCT Healthier Communities Together	8,617	243,720	252,337	4,000	109,769	113,769 -
Local Voluntary Partnership/ Localities Commissioning	18,830	171,773	190,603	1,625	-	1,625
Winter Pressure	-	-	-	25,161	-	25,161
	1,537,227	568,742	2,105,969	1,501,640	413,710	1,915,350

5 Income from other trading activities

	Total 2024	Total 2023
	£	£
Brigstock Road Community Hub	2,025	2,575
Fundraising activities	1,979	3,611
FIT solar panels	257	602
Other	475	143
	4,736	6,931

All income from trading activities relates to unrestricted funds.

6 Expenditure allocation - current year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2024
	£	£	£	£	£
Charitable activities					
Information and Advice	142,427	2,380	-	53,648	198,455
Befriending & Community Engagement	90,912	4,356	-	49,455	144,723
Healthier Lifestyles	186,384	17,577	-	68,803	272,764
Memory Tree cafes	35,655	7,059	-	18,213	60,927
Care Home Connectors	117,996	968	92,728	41,409	253,101
Personal Independence Co-ordinators	586,942	7,712	-	209,008	803,662
Innovation fund	5,504		-	1,661	7,165
Brigstock Road community hub	-	6,993	-	9,285	16,278
Brigstock Road Refurbishment	-	82,985	-	-	82,985
HCT Healthy Communities together	-	-	243,720	-	243,720
Localities Commissioning	-		171,773	-	171,773
Moving costs	-	14,472	-	-	14,472
Hardship fund	-	1,573	-	-	1,573
					-
	1,165,820	146,075	508,221	451,482	2,271,598
Raising funds					
Fundraising costs	17,066	14,694	-	2,309	34,069
					-
	17,066	14,694	-	2,309	34,069
Governance	-	7,860	-	(7,860)	-
Premises costs	-	65,404	-	(65,404)	-
General support costs	326,162	54,365	-	(380,527)	-
	326,162	127,629	-	(453,791)	-
Total	1,509,048	288,398	508,221	-	2,305,667

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

6a Expenditure allocation - previous year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2023
	£	£	£	£	£
Charitable activities					
Information and Advice	164,456	4,190	94,562	72,241	335,449
Winter Pressures	13,690	105	-	6,701	20,496
Befriending	41,003	1,387	-	26,917	69,307
Healthier Lifestyles	135,928	5,567	-	63,294	204,789
Memory Tree cafes	26,229	7,758	-	12,979	46,966
Care Home Connectors	101,089	1,551	96,552	45,965	245,157
Personal Independence Co-ordinators	641,876	13,376	-	269,821	925,073
Innovation fund	4,894	-	41,500	1,612	48,006
Brigstock Road community hub	-	5,800	-	13,926	19,726
HCT Healthy Communities together	-	-	109,769	-	109,769
Hardship fund	-	3,158	-	-	3,158
	1,129,165	42,892	342,383	513,456	2,027,896
Raising funds					
Fundraising costs	16,330	14,400	-	2,030	32,760
					-
	16,330	14,400	-	2,030	32,760
Governance	-	9,446	-	(9,446)	-
Premises costs	-	122,810	-	(122,810)	-
General support costs	303,882	79,348	-	(383,230)	-
	303,882	211,604	-	(515,486)	-
Total	1,449,377	268,896	342,383	-	2,060,656

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

7 Support costs - current year

	Governance	Premises	General support	Total 2024
	£	£	£	£
Staff costs	-	-	305,850	305,850
Staff costs - volunteering	-	-	20,312	20,312
Amounts payable to auditor:				
statutory audit	4,960	-	-	4,960
Payroll services	-	-	9,444	9,444
Legal & Professional	2,651	-	-	2,651
Staff training	-	-	1,086	1,086
Recruitment and DBS	-	-	199	199
Office costs	-	-	8,001	8,001
IT and website	-	-	25,286	25,286
Depreciation	-	-	6,080	6,080
Telephone	-	-	18,517	18,517
Other finance costs	-	-	4,923	4,923
Maintenance and other premises costs	-	11,112	(32,000)	(20,888)
Rent and service charge	-	32,904	-	32,904
Business rates	-	2,450	-	2,450
Insurance	-	-	7,314	7,314
Light, heat and water	-	16,191	-	16,191
Refuse & wate disposal	-	2,747	-	2,747
Volunteer costs	-	-	1,486	1,486
Other costs	249	-	4,029	4,278
	7,860	65,404	380,527	453,791

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

7a Support costs - previous year

	Governance	Premises	General support	Total 2023
	£	£	£	£
Staff costs	-	-	291,105	291,105
Staff costs - volunteering	-	-	12,777	12,777
Amounts payable to auditor:				-
statutory audit	7,000	-	-	7,000
Payroll services	-	-	4,621	4,621
Legal & Professional	2,321	-	158	2,479
Staff training	-	-	97	97
Recruitment and DBS	-	-	2,073	2,073
Office costs	-	-	9,308	9,308
IT and website	-	-	23,006	23,006
Depreciation	-	-	7,977	7,977
Telephone	-	-	16,347	16,347
Other finance costs	-	-	3,008	3,008
Maintenance and other premises costs	-	11,582	-	11,582
Rent and service charge	-	52,117	-	52,117
Business rates	-	5,504	-	5,504
Insurance	-	-	6,461	6,461
Light, heat and water	-	13,607	-	13,607
Volunteer costs	-	-	514	514
Other costs	125	40,000	5,778	45,903
	9,446	122,810	383,230	515,486

8 Staff and trustee remuneration

	2024	2023
	£	£
Staff costs were as follows:		
Salaries and wages	1,339,903	1,289,032
Social Security costs	119,965	112,842
Employer's contribution to defined contribution pension schemes	49,180	45,939
Redundancy costs	-	1,564
Total	1,509,048	1,449,377

The number of employees whose total employee benefits (excluding employer pension costs) exceeded £60,000 were as follows:

	2024	2023
£60,000 - £69,999	-	-
£70,000 - £79,999	1	1

None of the Trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity (2023: £nil) One trustee was reimbursed for expenses during the year of £84 (2023: £nil).

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team . The total employee benefits of the key management personnel of the charity were £242,087 (2023: £230,034).

9 Staff numbers

The average number of employees was as follows:

	2024	2023
	Headcount	Headcount
Information and Advice	6	7
Befriending & Community Engagement	3	2
Healthier Lifestyles	9	7
Memory Tree cafes	2	2
Care Home Connectors	3	3
Personal Independence Co-ordinators	19	20
Administration & Management	9	9
Volunteer co-ordination	1	1
	52	51

10 Related party transactions

The aggregate amount of donations received from related parties in the year was £nil (2023: £nil).

There were no other related party transactions (2023: none).

11 Tangible fixed assets

	Freehold land and buildings	Fixtures & Fittings	Computer Equipment	Total
	£	£	£	£
Cost or deemed cost				
At 1 April 2023	489,976	9,996	57,778	557,750
Additions	-	-	-	-
Disposals	-	-	(698)	(698)
At 31 March 2024	489,976	9,996	57,080	557,052
Accumulated depreciation				
At 1 April 2023	-	5,330	25,088	30,418
Charge for the year	-	933	6,538	7,471
Disposals	-	-	(362)	(362)
At 31 March 2024	-	6,263	31,264	37,527
Net book value				
At 31 March 2024	489,976	3,733	25,816	519,525
At 31 March 2023	489,976	4,666	32,690	527,332

12 Investment in subsidiary

The charity owns 100% of the share capital of Age Uk Croydon Trading Limited, registered in England and Wales with company number 05792724.

The company was dormant in the period with net assets of £100.

13 Investments

	2024	2023
	£	£
At 1 April	113,283	116,815
Unrealised gain/(loss) on investments	7,979	(2,298)
Charges	(1,255)	(1,234)
Market value at 31 March	120,007	113,283
Consisting of:		
Multi Asset actively managed portfolio	119,799	113,274
Cash	208	9
	120,007	113,283

Investments are held within a multi asset portfolio managed by an investment manager.

14 Debtors

	2024	2023
	£	£
Trade debtors	395,498	310,375
Prepayments and accrued income	146,701	34,262
Other debtors	75	244
Total	542,274	344,881

15 Current asset investments

	2024	2023
	£	£
Deposits with a maturity date of:		
Three to six months	255,000	-
Six to twelve months	170,000	249,000
Total	425,000	249,000

16 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	22,604	67,903
Taxation and social security	27,271	28,541
Other creditors	8,216	40,372
Deferred income	803,541	1,167,954
Accruals	64,778	60,102
Total	926,410	1,364,872

Deferred income

	2024	2023
	£	£
Balance at beginning of year	1,167,954	964,391
Amounts released to income	(1,282,833)	(959,858)
Amounts deferred in the year	918,420	1,163,421
Balance at the end of the year	803,541	1,167,954

Income is deferred when it has been invoiced or received in advance of the relevant activity being carried out or (in the case of grant income) when performance-related conditions have not yet been met.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

17 Movements in funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2024 £
Restricted funds:					
Hardship fund	16,354	500	(1,573)	-	15,281
Information and advice	276	-	(276)	-	-
Befriending	-	55,000	(93,709)	38,709	-
Healthier Lifestyles	609	133,000	(119,106)	-	14,503
Memory Tree cafes	22,172	39,846	(60,927)		1,091
Emmanuel Hospital	-	12,500	(12,500)	-	-
Community Engagement	-	38,916	(51,013)	12,097	-
HCT Healthier Communities Together	-	243,720	(243,720)	-	-
LCM Localities Commissioning Funds	-	171,773	(171,773)		-
Ecoaudit	-	3,000	(3,000)		-
Total restricted funds	**39,411**	**698,255**	**(757,597)**	**50,806**	**30,875**
Unrestricted funds:					
Building and capital assets reserve	100,000	-	(82,985)	132,985	150,000
Operating reserve	250,000	-	-	-	250,000
Equipment replacement reserve	-	-	-	10,000	10,000
Special projects reserve - unallocated	120,517	2,179	-	7,306	130,002
Special projects reserve - 2024-25 support	-	-	-	99,000	99,000
Special projects reserve - I&A	115,000	-	-	(115,000)	-
Special projects reserve - Community	31,524	-	-	(31,524)	-
Fair value reserve	17,803	7,979	-	-	25,782
Total designated funds	**634,844**	**10,158**	**(82,985)**	**102,767**	**664,784**
General funds	527,332	1,611,187	(1,465,421)	(153,573)	519,525
Total unrestricted funds	**1,162,176**	**1,621,345**	**(1,548,406)**	**(50,806)**	**1,184,309**
Total funds	**1,201,587**	**2,319,600**	**(2,306,003)**	-	**1,215,184**

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2024

17a Movements in funds (Cont'd)

Movements in funds - previous year

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2023 £
Restricted funds:					
Hardship fund	18,732	780	(3,158)	-	16,354
Information and advice	64,032	251,899	(315,655)	-	276
Befriending	-	60,833	(69,309)	8,476	-
Personal Independence Co-ordinators	-		-		-
Healthier Lifestyles	626	7,000	(7,017)	-	609
Memory Tree cafes	19,037	50,102	(46,967)	-	22,172
Emmanuel Hospital	2,500	10,625	(13,125)	-	-
HCT Healthier Communities Together	-	109,769	(109,769)	-	-
Total restricted funds	**104,927**	**491,008**	**(565,000)**	**8,476**	**39,411**
Unrestricted funds:					
Building and capital assets reserve	30,000	-	-	70,000	100,000
Operating reserve	250,000	-	-		250,000
Special projects reserve - unallocated	298,351	-	-	(177,834)	120,517
Special projects reserve - I&A	-	-	-	115,000	115,000
Special projects reserve - Community	-	-	-	31,524	31,524
Fair value reserve	20,101	-	(2,298)	-	17,803
General funds	528,616	1,541,538	(1,495,656)	(47,166)	527,332
Total unrestricted funds	**1,127,068**	**1,541,538**	**(1,497,954)**	(8,476)	**1,162,176**
Total funds	**1,231,995**	**2,032,546**	**(2,062,954)**	-	**1,201,587**

17 Movements in funds (Cont'd)

Purposes of restricted funds

The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- Hardship fund is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of designated funds

- Operating reserve: held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- Building and capital asset reserve: held to cover repairs not covered by insurance, improvement to capital assets of the charity, or to allow for necessary capital asset acquisition
- Equipment replacement reserve: held to allow for replacement or repair of equipment (principally IT)
- Special projects reserve: held to fund new projects focused on developing new services. This reserve is created from legacy income received and amounts from unrestricted surpluses.
- Fair value reserve: holds the unrealised gains on the investment portfolio to the extent that they exceed losses.

18 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	519,525	-	519,525
Investments	120,107	-	120,107
Net current assets	544,677	30,875	575,552
Net assets at 31 March 2024	1,184,309	30,875	1,215,184

18a Analysis of net assets between funds - previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	527,332	-	527,332
Investments	113,383	-	113,383
Net current assets	521,461	39,411	560,872
Net assets at 31 March 2023	1,162,176	39,411	1,201,587

19 Guarantees and other financial commitments

	2024	2023
	£	£
Operating lease commitments due:		
within one year	8,084	22,506
between one and five years	5,062	-
	13,146	22,506

20 Reconciliation of net movement in funds to net cash flow from operating activities

	2024	2023
	£	£
Net income for the reporting year (as per the statement of financial activities)	13,597	(30,408)
Adjustments for:		
Depreciation charge	7,471	7,977
Loss/(Gain) on investments	(7,979)	2,298
Loss/(Gain) on fixed asset disposals	336	-
Investment charges	1,255	1,234
Interest income from investments	(39,104)	-
(Increase) in debtors	(197,393)	(214,971)
Increase/(decrease) in creditors	(438,462)	187,196
Net cash (used in)/provided by operating activities	(660,279)	(46,674)

21 Contingent liability

Within the Localities Commissioning programme, the charity has entered into contracts with 8 VCFS organisations. 50% of the funds under these contracts have been paid over and are accounted for as expenditure within the financial year. The remaining amounts, totalling £144,283, are to be paid subject to the performance of the organisations being judged satisfactory by the charity and Croydon Voluntary Action acting as their agent and the performance assessment did not take place until after the year end. No liability for this amount was therefore recognised in these accounts.

22 Contingent asset

In 2020 the charity was made aware of a potentially significant legacy. Probate was granted in 2023 but the amount of the distribution which might fall to the charity remained uncertain until after the year end.
In May 2024 the charity was notified of an interim distribution of £165,000. As the executors had not made a decision prior to the year end, this amount has not been recognised in these accounts.

AGE UK CROYDON

England & Wales - Charity number 1081013

Accounts

AGE UK CROYDON

(Limited by Guarantee)

COMPANY NO.: 03921436

CHARITY NO.: 1081013

REPORT AND ACCOUNTS

for the year ended
31 March 2023

Age UK Croydon

Status:	Company limited by guarantee no. 03921436 Charity registration no. 1081013 The company's governing document is its memorandum and articles of association adopted on 8 February 2000. These were amended by special resolution on 21 September 2011, 17 June 2014 and 7 March 2023.
Registered office:	81 Brigstock Road Thornton Heath CR7 7JH
Trustees	Ms S Nicklin (Chair) Mr O Sauba (Treasurer) Ms B Scanlan Mr A Shillabeer (resigned 30 September 2022) Ms R Broad (resigned 1 December 2022) Ms K Nurcombe (resigned 30 March 2023) Ms O Khan Mr I Mannan (appointed 6 September 2022) Ms D Davison (appointed 6 September 2022) Mr C Briggs (appointed 8 March 2023)
Senior leadership team:	Mr S Gulati (CEO) Mrs S Underhill (Programmes Director) Mrs R Liard (HR & Governance Director) Mrs M Moore (Finance Director - from April 2022)
Auditors:	Bryden Johnson Limited 1-4 Kings Parade Lower Coombe Street Croydon CR0 1AA
Bankers:	Co-operative Bank PO Box 250 Delf House, Southway Skelmersdale WN8 6WT
Investment advisers:	Rathbone Investment Management 8 Finsbury Circus London EC2M 7AZ

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law ('the trustees'), are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Public Benefit Statement
The trustees have given due regard to the Charity Commission's guidance on public benefit and have concluded that the charity's purposes satisfy both elements of the public benefit requirement. Specifically, that:
• the benefits from our purpose are evidenced by responding to the need of our beneficiaries, in particular London Borough of Croydon's recognition that the age of a population has an overwhelming influence on health and social care needs (Annual Public Health Report, 2017).
• any detriment or harm that results from the purpose (to people, property or the environment) does not outweigh the benefit, evidenced by our monitoring and evaluation processes which capture client feedback, including compliments, comments and complaints.
• our services are accessible to a sufficient section of the Public, evidenced by service eligibility which, where applied, targets accessibility to those most in need of the service. Our paid-for services offer a combination of competitive rates, subsidies, discounts and free options in order to avoid restriction of the service to those who can afford them.
• our services do not give rise to more than incidental personal benefit, evidenced by our service delivery plans and service contracts which have been designed to meet our charitable purpose.

Structure, Governance and Management
Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company.

Recruitment and appointment of new Trustees
The trustees have a Governance and Nominations committee to manage the recruitment and appointment of new trustees. The committee members are: B Scanlan (Chair), C Briggs, R Broad (until 1 December 2022), D Davison , S Nicklin and A Shillabeer (until 30 September 2022).

Induction and training of Trustees
Trustees' induction is hosted by the Chair, CEO and HR & Governance Director. This is complimented with an e-learning hosted by Stone King, Essential Trustee training. During the trustee journey there are opportunities for trustees to further develop skills / knowledge including financial training for trustees. Trustees can also meet with the senior leadership team to enhance their knowledge about the organisation and its services.

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

Organisational structure

The Board has two subcommittees: Governance and Nominations, and Finance. Strategic direction for the charity is set by the Board, in consultation with the CEO and Senior Leadership Team. The CEO, supported by the SLT, has direct responsibility for strategy implementation via the organisation's core functions and its services. The Board has adopted a scheme of delegation which sets out in detail the responsibilities of the Board, CEO, SLT and Integrated Leadership Team (ILT).

Networks and partnerships

Age UK Croydon is a brand partner within the Age UK national network. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. The partnership enables Age UK Croydon to benefit from the strength and support of a larger network, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda while remaining able to operate effectively as a local, independent charity. We have passed the Age UK national quality standard for information and advice services.

We partner with many organisations within the voluntary sector within Croydon to provide streamlined and relevant services. We are members of the Local Voluntary Partnership Board and of One Croydon Alliance, which brings together the South West London NHS Clinical Commissioning Group, the South London and Maudsley NHS Trust, the London Borough of Croydon, the Croydon GP Collaborative and the Voluntary Sector in Croydon and is focussed on improving the health and wellbeing of all adults in the borough.

Strategy and Governance

We started discussions for developing our new strategy in January 2023. Staff and client groups were engaged to give us their inputs. In Feb 2023, senior and integrated leadership team met and developed on the staff and client group feedback to come up with a draft Vision, Mission, and Values statements. In addition, they developed a set of strategic objectives for next 3 years (2023 – 2026). This was then shared and fine tuned by our Board of Trustees in March 2023. We expect to formally adopt the new strategy in September 2023.

During the course of the year the Board reviewed our Articles of Association and changes made were agreed by both Companies House and Charity Commission.

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

Fundraising activities

During the year, we have not actively raised income from community fundraising and have not received any complaints in respect of such activity. We are not aware of any breach, material or otherwise, of any fundraising code or regulation and because community fundraising plays no material role in our income generation activity, we are not registered with the UK Fundraising Regulator. The charity does not use professional fundraisers or commercial participators in connection with public fundraising.

Objectives and activities

Our Vision is a Croydon where everyone can love later life.

Our Mission is to lead the way in empowering, enabling, supporting and connecting older people in the London Borough of Croydon to live well, healthily and independently.

Our charitable objectives as set out in our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Croydon:

(a) preventing or relieving the poverty of older people;
(b) advancing education;
(c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
(d) promoting equality and diversity;
(e) promoting the human rights of older people in accordance with the universal declaration of human rights;
(f) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
(g) such other charitable purposes for the benefit of older people as the Charity trustees from time to time decide;

at the discretion of the Charity Trustees, to promote the relief of adults in need by reason of ill-health, disability, financial hardship or other disadvantage where engagement in such activity is considered complementary to the Charity's primary purpose.

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

Our activities include the provision of:

Information & Advice- we provide independent, impartial, free and confidential information and advice in the community, over the phone, by email and online.
Befriending – we promote independent living by arranging home visits and phone calls from volunteers.
Community hub – our Brigstock Road hub offers a range of activities for older people and the wider community.
Healthier lifestyles – we provide regular exercise classes, health checks and wellbeing talks to enable older people to manage and improve their health, and reduce the risk of falls at home by arranging aids and home adaptations which build confidence and independence.
Memory Tree café – provides a much needed safe environment for people living with dementia and their family carers.
Personal Independent Co-ordinators – we work in a person centred way helping people identify their own goals to regain independence and live the life they want to live.
Care Home Connectors - delivered in partnership with Asian Resource Centre Croydon, this innovative new service works with care home residents over 18 and their families to link them with health and social care teams and services and activities in the local community.

Our staff team of 50 is supported by over 80 dedicated volunteers who work together to deliver our services. We aim to provide a holistic solution for older people to access the services they require in one place.

Volunteers
Our volunteers are at the heart of AUKC, and can be found in all services across and teams, from our Meet and Greet volunteers at Brigstock Road, to Information and Advice helpline volunteers. In November 2022, we brought the wider volunteer programme and the Befriending service under the Community Engagement team. We spent the start of 2023 improving the volunteer onboarding process which we anticipate will enable us to welcome many more volunteers in the coming year.

Achievements and performance

Information and Advice
The Information & Advice Service works borough-wide to provide access to free, impartial information and advice over the phone, via email and in person either at home or in outreach venues.

2022 – 2023 has yet again been a challenging year for I&A, with high levels of demand putting pressure on the capacity of the service. While it began with better news for older people, amid the easing of the pandemic and a return to I&A home visits, the cost-of-living crisis became a reality for many in the borough during the summer months and beyond.

This resulted in a marked increase in calls to the Helpline during 2022, as well as a rise in the number of more complex cases during the summer and autumn. A backlog of casework therefore ensued, and a waiting list for an adviser which by September had reached around 8 weeks.

In October the I&A team therefore made the difficult decision to stop taking new referrals for advice temporarily in order to work through the backlog. During this period the Helpline team continued to offer information and signposting, and they directed clients and relatives to self-help resources or other sources of advice wherever possible to make up for the temporary loss of advice referrals.

In September 2022 the I&A Team received news of the loss of Council funding, so a plan was put in place to work through existing cases and complete them while new funding was sought. Towards the end of the year the I&A Service was awarded new funding, and re-opened for advice appointments in February 2023. We also started offering I&A outreach at the Community Hub at Brigstock Road and in other locations, and this is currently being developed further.

In late January the team successfully achieved the Age UK Information & Advice Quality Standard.

Befriending service

Our Befriending officer matches volunteer befrienders with clients for weekly visits at home or telephone calls. The Befriending Officer provides ongoing support to the volunteer and client to ensure everyone is happy with the ongoing match. The average length of a befriending match was 15 months, which demonstrates the success of our initial matching process. This year, we piloted our 'Go with' befriending model, which saw Befrienders going for a walk with their client or taking them to a café. We also began matching Befrienders with residents in two care homes.

Community hub

Our Scratchley Hall community centre at Brigstock Road in Thornton Heath hosted a full diary of in-person weekly activities this year, including Knit & Natter, Tech Support with Clear Community Web, Gardening, Games and Chat, Choir, and Art Group. In September, the Brigstock Road Community Hub was launched at Scratchley Hall. The Community Hub is a collaboration between AUKC and Community Facilitators from the Asian Resource Centre of Croydon, part of the Healthy Communities Together programme funded by the National Lottery Community Fund alongside the Kings Fund. Members of the public can drop in and have a chat with a range of community and voluntary sector organisations, along with Croydon Council and the Department for Work and Pensions.

Healthier Lifestyles

Live Love Later Life is a service which focuses on delivering physical activity and health promotion in Croydon care homes to help reduce falls and frailty. We aim to deliver, educate and provide care homes with a sustainable model with which to continue once our intervention ends.

This year we delivered a varied programme to 14 care homes. We measured outcomes for participating clients using both questions and physical assessments. Our service has increased levels of physical activity, strength and functional movements in a cohort of clients who can have very complex physical and cognitive needs. Other outcomes show improved confidence and social connection among participants.

The *Personal Safety Project* delivers a very successful service that facilitates minor aids and adaptations to be made in the homes of those living independently in Croydon. Our Trusted Assessors do a full risk assessment before recommending and sourcing equipment that can aid independence and reduce the risk of falls. The project aims to enable people over 65 to stay living independently in their own homes for longer than they would otherwise.

This year PSP exceeded the number of visits expected from them which contributes to relieving pressure from statutory Occupational Therapy services.

The Healthier Lifestyles team launched the *Healthsmart* service in February 2023, which will see six **'Healthsmart Health Hubs' created across the borough in each Integrated Care Network locality. The** weekly health hubs are aimed at older people (but do not exclude others who feel they will benefit) and consist of a variety of different exercise sessions, health checks to monitor blood pressure, weight, BMI and diabetes screening, as well as health and wellbeing talks from local organisations.

We have already launched two health hubs, one in Thornton Heath and another in Selsdon - both are already well attended, and the number of people attending each week is increasing. We look forward to next year and continuing to expand our health hub network to bring a proactive and preventative approach to the health of older people in Croydon.

Memory Tree cafe

Memory Tree Café is a varied activity session attended by clients with mild to moderate dementia and their carers. The cafe provides a range of different activities, workshops and entertainment to its members in an environment that is understanding and free from judgement. Our cafés continued to run in Thornton Heath and East Croydon throughout the year.

Our members enjoyed a five-week intergenerational workshop delivered by The BRIT School, as well as Royal celebrations, musical entertainers, and art, craft and singing sessions. Our clients also enjoyed simply sitting around a table over tea and cake and having a good chat.

A highlight has been establishing AUKC's Memory Tree Café in a care home in the south of the borough. Our aim is to connect care home residents with local people living with dementia to support the integration of care homes in the community.

Personal Independent Co-ordinators

Our Service remain an integral part of the Integrated Community network Plus (ICN+). The ICN+ programme has locality-based teams made up of professionals across health, the Council and the voluntary and community sector who aim to improve outcome for residents in Croydon by working in a preventative and proactive way. We provide a critical link between formal health and social care services and the wider community support networks, helping people feel more in control of their own health and wellbeing.

The total number of referrals were below target this year; however, we have been actively developing more links with voluntary sector and community groups to encourage more community referrals, which has resulted in an increase in community referrals of 263%. We are also working with the One Croydon Alliance Project Management Office initiatives to improve the effectiveness of the ICN+ and increase referral numbers.

The Life Essentials Assessment Framework (LEAF) 7 a new quality of life assessment and outcomes measurement tool introduced in 2021 shows an overall improvement in most scores in all 7 areas, with the most significant improvement seen in the area of Enjoyment. Information, signposting and referrals to local services and groups, support with benefits & grants and support to access travel concessions are the top three areas people wanted help with.

Care Home Connectors

June saw the start of the Care Home Connector service which is run in partnership between Age UK Croydon and the Asian Resource Centre of Croydon, initially on a one-year pilot.

Our team of Care Home Connectors work with care homes, residents and their families to provide a valuable link with health and social care teams. We also inform residents about the various support services and activities which are available in the local community.

Since the start of the project, the team have been working on establishing the service, taking referrals for residents and building relationships with care home staff. Over the past year, we have worked with more than 50 care homes, to connect care home staff, residents and their families to many different services, projects and activities across the borough.

Estate and sustainability

During the year we began to develop plans to refurbish our office and community hall at Brigstock Road. We successfully applied to the City Bridge Trust for an Eco-Audit which took place in Q1 2023 and on which we have drawn for an initial phase to update the electrical installation. This phase will be funded by reserves. The Eco-Audit will also be key as we plan for a second stage including major roofing works and a new heating system which will be a major part of our plans for net zero.

We also reviewed all of our non-pay contracts to ensure we were obtaining value for money.

Financial Review

Financial performance during the year

The charity delivered a solid financial performance in the year. Significant contracts continued throughout the year for Personal Independence Co-ordinators, Personal Safety Project and Live Love Later Life. In addition the Care Home Connectors was a signficant new contract delivered in partnership with the Asian Resource Centre Croydon.

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

In October Croydon Council gave notice that its funding of Advice Services Croydon (of which the charity was the major partner) would cease in January 2023. This left a significant funding gap in a major service which is part of the charity's core offering as an Age UK Brand partner. We were successful in negotiating a new (although much reduced) contract and gaining some alternative funding. The trustees also committed part of the special projects reserve to support this service during 2023-24 while the charity continues to seek additional funding and best ways to continue this vital service.

The charity continued its partnerships with other local organisations both voluntary and statutory to deliver programmes funded by the Integrated Care Board and the National Lottery Community Fund. The charity holds the funds and distributes them to its partners without itself carrying out any substantial service delivery. The funds have been included in both income and expenditure and amounted to £109,769 in the year (2021-22: £266,270).

Total income for the year was £2,032,546 (2021-22: £1,925,697). Of this £491,008 (2021-22: £707,760) is restricted and £1,541 538 (2021-22: £1,217,937) is unrestricted. Total income therefore rose by £106,849.
The major differences from the previous year were:
- new Care Home Connectors contract + £245k
- replacement of contracts within Healthier Lifestyles service + £75k
- new contract with Innovation funding + £48k
- partnership projects - £156k
- Winter Pressure project ended - £42k
- reduction in I&A funding - £64k

Total expenditure for the year was £2,060,656 (2021-22: £1,742,842) of which £565,000 (2021-22: £651,174) was spent from restricted funds and £1,495,656 (2021-22: £1,091,668) from unrestricted funds, leaving total reserves of £1,201,587 (2021-22: £1,231,995).
Total reserves comprise £39,411 (2022: £104,927) which are restricted and £1,162,176 (2022: £1,127,068) which are unrestricted. Further detail of the reserves including designation is set out below.

Total expenditure rose by £317,814 largely following the changes in income. In 2021-22 there were significant staff vacancies including at senior level which meant that expenditure was unusually low, therefore an increase was expected as vacancies have not been experienced to the same extent in 2022-23. In addition there was a return of underspent funding in relation to the restricted Advice Services Croydon grant of £47,719 which also contributed to the rise in expenditure and the significant net expenditure on restricted funds, together with a provision for expenditure on dilapidations as the charity gave notice to exit its rented office in central Croydon in August 2023. Both of these items are non-recurring.

The overall result for the year was a deficit of £30,408 (2021-22: surplus of £188,830).

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

Financial position at the year end
The charity continues to be in a sound financial position. Unrestricted reserves increased and there were significant cash balances held at the year end. Income on one contract was invoiced in advance and the amounts of money held under partnership arrangements at the year end were higher than the previous year, reflected in continuing high levels of deferred income.

Remuneration policy
The trustees are responsible for determining the salary of the CEO. All other salaries are benchmarked against the market from time to time. Trustees receive no remuneration other than their expenses.

Investment policy
The charity's investment policy delegates decisions on investments to the Finance Committee. Funds over and above those required for day to day activities are held either in bank accounts or a diversified investment portfolio managed by an external investment manager. The charity has adopted a cautious approach to risk and aims to maintain real capital value. The investment manager is instructed to avoid investment in armaments or tobacco. During the year the charity moved some of its cash balances to interest-bearing accounts with maturities ranging from instant access to 12 months.

Reserves policy
The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The trustees consider that the charity should hold sufficient reserves for the following purposes:
Operating reserve to cover the position if the charity faced closure and required funds to meet all obligations in such an event
Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition
Fair Value reserve to hold unrealised gains on the investment portfolio against possible future losses
Special projects reserve to fund new projects focussed on developing new services.
The trustees review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

Risk Management
The trustees continue to assess the major risks to which the charity is exposed. Risks are recorded in a risk register which is reviewed by the committees quarterly and the Board on an annual basis. Major risks identified in this reporting period were:

Income not well diversified with reliance on a few key contracts - the charity continues to have close relationships with its funders and is regularly invited to submit expressions of interest in new services. We are using the services of a freelance fundraiser to increase bids to grantmakers.

IT failures and security - although the charity has external support and robust security procedures, it is very dependent on its IT and this inevitably remains a risk area. Response plans are to be further developed in the coming year to address the risks. The charity has recently successfully completed the NHS data security toolkit assessment and gained Cyber essentials certification in May 2023.

Future plans

Several initiatives have started or are being planned for the year 2023-24 and beyond. Some of the key initiatives are given below:

- Review our strategy for raising funds from trusts and foundation and explore how we can increase our success rate
- Recruit for the role Data analyst which would help us to ensure we are capturing correct data and then analyse that data to project our impact for fundraising applications
- Strength the Dementia Alliance with robust partnerships from local businesses, community residents and partner organisations. This is in line with Mayor of Croydon's pledge to make Croydon a Dementia friendly borough
- Further develop our Engaged Client Groups focusing on both clients and volunteers to ensure their feedback and voice is embedded in our services
- Continue to take further steps in our One Organisation One team approach to provide holistic services for our clients, where every contact counts
- We started our discussion with Croydon Alms House Charities to set up Home Help and Home Care (CQC) services. Exploring more partnerships in this model, which we will develop in 2023-24. This will be a paid-for service.

Reserves and Going concern

At the balance sheet date the charity's total reserves were £1,201,587. After deducting restricted funds together with the value of tangible fixed assets and fair value reserve, the reserves freely available to the charity were £617,041. The trustees have reviewed these reserves and have designated them as follows:

operating reserve	£250,000
building and capital asset reserve	£100,000
special projects: information and advice	£115,000
special projects: community engagement	£31,524
special projects reserve	£120,517

The trustees increased the building and capital assets reserve in the year as plans to upgrade the premises at Brigstock Road have developed. The majority of these funds are expected to be spent within the next 12 months.

The trustees also designated part of the special projects reserve for two specific services to cover loss of funding and capacity building. These funds are also expected to be spent within the next 12 months.
The charity has prepared plans and forecasts (including on a reasonable worst case basis) which provide comfort that the charity has sufficient reserves to continue to operate for at least 12 months from the date of signing the balance sheet.

Age UK Croydon

Trustees' report
for the year ended
31 March 2023

Statement of Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of the charitable company 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 Accounting Practice).

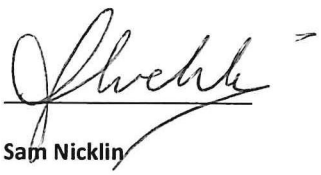
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that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

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report, which has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, was approved by the Board on 26 September 2023 and signed on its behalf.



Sam Nicklin

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

Opinion
We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources andapplication of resources, including its income and expenditure forthe year then ended

- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice

- 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 Age UK Croydon's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or

- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage ofthe small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

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

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

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.

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.

Neil Johnson
(Senior statutory auditor)
Date: 16/11/13

for and on behalf of Bryden Johnson Limited, Statutory Auditor, 1-4 Kings Parade, Lower Coombe Street, Croydon, CR0 1AA

Age UK Croydon

Statement of financial activities and Income and expenditure account
for the year ended 31 March 2023

	Note	Unrestricted funds	Restricted funds	Total funds 2023	Unrestricted funds	Restricted funds	Total funds 2022
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	32,967	77,298	110,265	46,594	66,945	113,539
Charitable activities	4	1,501,640	413,710	1,915,350	1,165,902	640,815	1,806,717
Other trading activities	5	6,931	-	6,931	5,434	-	5,434
Investments		-	-	-	7	-	7
Total income		1,541,538	491,008	2,032,546	1,217,937	707,760	1,925,697
Expenditure on:							
Raising funds		32,760	-	32,760	-	-	-
Charitable activities		1,462,896	565,000	2,027,896	1,091,668	651,174	1,742,842
Total expenditure	6/7	1,495,656	565,000	2,060,656	1,091,668	651,174	1,742,842
Net gain/(loss) on investments	13	(2,298)	-	(2,298)	5,975	-	5,975
Net income/(expenditure)		43,584	(73,992)	(30,408)	132,244	56,586	188,830
Transfers between funds	16	(8,476)	8,476	-	11,403	(11,403)	-
Net movement in funds		35,108	(65,516)	(30,408)	143,647	45,183	188,830
Reconciliation of funds							
Total funds brought forward		1,127,068	104,927	1,231,995	983,421	59,744	1,043,165
Total funds carried forward	17	1,162,176	39,411	1,201,587	1,127,068	104,927	1,231,995

All of the above results derive from continuing activities.
There were no other recognised gains and losses other than those stated above.
Movements in funds are disclosed in note 15 to the financial statements.

Age UK Croydon

Company no. 01929724

Balance sheet

as at 31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	11		527,332		528,616
Investment in Age UK Croydon Trading Ltd	12		100		100
Investments	13		113,283		116,815
Total fixed assets			640,715		645,531
Current assets					
Debtors	14	344,881		129,910	
Investments	15	249,000		-	
Cash at bank and in hand		1,331,863		1,634,230	
Total current assets		1,925,744		1,764,140	
Creditors: amounts falling due within one year	16	(1,364,872)		(1,177,676)	
Net current assets/(liabilities)			560,872		586,464
Total assets less current liabilities			1,201,587		1,231,995
Net assets	18		1,201,587		1,231,995
The funds of the charity:					
Restricted funds			39,411		104,927
Unrestricted funds:					
- General funds		527,332		528,616	
- Designated funds		634,844		598,452	
Total unrestricted funds			1,162,176		1,127,068
Total charity funds	17		1,201,587		1,231,995

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The accounts were approved and authorised for issue by the trustees on 26 September 2023 and signed on their behalf by:

Sam Nicklin, Chair

Age UK Croydon

Company no. 01929724

Statement of Cash Flows
for the year ended
31 March 2023

	Note	2023	2022
		£	£
Cash (used in)/provided by operating activities	20	(46,674)	1,035,888
Cash flows from investing activities			
Investment income		-	7
Purchase of current asset investments	15	(249,000)	-
Purchase of tangible fixed assets		(6,693)	(1,176)
Cash used in investing activities		(255,693)	(1,169)
(Decrease)/Increase in cash and cash equivalents in the year		(302,367)	1,034,719
Cash and cash equivalents at the start of the year		1,634,230	599,511
Cash and cash equivalents at the end of the year		1,331,863	1,634,230

Analysis of changes in net debt

	At start of year	Cashflows	At end of year
	£	£	£
Cash	1,634,230	(302,367)	1,331,863
	1,634,230	(302,367)	1,331,863

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2023

1 Statutory information

Age UK Croydon is a private company limited by guarantee with no share capital, domiciled in England and Wales, registration number 03921436. In the event of the charity being wound up, the liability in respect of the guarantee is restricted to £1 per member of the company.

2 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(i) Basis of preparation

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 (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Age UK Croydon meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(ii) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(iii) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

2 Accounting policies (cont'd)

(iv) Income recognition

Income is recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds
- receipt of the income is considered probable
- the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donated goods, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- For legacies, entitlement is taken as the earlier of the date on which either:
  - the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the charity that a distribution will be made, or
  - when a distribution is received from the estate.

  Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Government grants are recognised when receivable unless performance-related conditions apply to them; in which case they are recognised when the performance-related conditions are met.
- Investment income is recognised on an accruals basis.
- Income received in advance of the charity becoming entitled to it is deferred until such time as the services have been provided.

(v) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs associated with attracting voluntary income and activities for generating funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis using a combination of staff numbers and staff time.

2 Accounting policies (cont'd)

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

computers, fixtures and fittings	20% reducing balance
freehold land and buildings	do not depreciate

Freehold buildings are not depreciated on the basis that repairs expenditure is incurred to maintain the condition of the asset, which is at least equivalent to what depreciation would have been.

Although this accounting policy is in accordance with FRS 102, it is a departure from the general requirement of the Companies Act 2006 for all tangible fixed assets to be depreciated. In the opinion of the trustees, compliance with the standard is necessary for the financial statements to give a true and fair view. Depreciation is only one of many factors reflected in the annual valuation and the amount of this which might otherwise have been changed cannot be separately identified or quantified.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities.

(vii) Pensions

The charity's employees are able to make contributions into a defined contribution pension scheme. Eligible employees are automatically enrolled unless they have exercised their right to opt out of scheme membership. Employees may choose to contribute 4% or more of their salary and the charity contributes 4%.

(viii) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(ix) Current asset investments

Current asset investments include deposits held with a maturity of between three and twelve months.

(x) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(xi) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(xii) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2023

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2023	Unrestricted funds	Restricted funds	Total 2022
	£	£	£	£	£	£
Donations	5,444	1,421	6,865	9,813	-	9,813
Legacies	17,523	-	17,523	13,000	-	13,000
Grants:						
Music for Dementia/ The Utley Foundation	-	3,639	3,639	-	18,195	18,195
Mercers/The Charity of Sir Richard Whittington	-	5,833	5,833	-	10,000	10,000
Charities Aid Foundation	-	55,000	55,000	-	36,250	36,250
Age UK London	-	-	-	13,781	-	13,781
Age UK	10,000	-	10,000	10,000	-	10,000
Emmanuel Hospital	-	10,625	10,625	-	2,500	2,500
Others	-	780	780			
Total	32,967	77,298	110,265	46,594	66,945	113,539

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2023	Unrestricted funds	Restricted funds	Total 2022
	£	£	£	£	£	£
Healthier Lifestyles	219,156	7,000	226,156	143,871	7,053	150,924
Age UK London	24,800	-	24,800	24,800	-	24,800
Age UK Warm homes	-	-	-	5,022	-	5,022
Personal Independence Co-ordinators	921,945	-	921,945	921,292	-	921,292
Care Home Connectors	244,785	-	244,785	-	-	-
ICB Innovation fund	48,500	-	48,500	-	-	-
Memory Tree Café	-	40,000	40,000	-	40,000	40,000
Dementia café in a care home		5,042	5,042	-	-	-
Information and advice	11,668	251,899	263,567	-	327,492	327,492
NHS Charities Together	-	-	-	-	225,270	225,270
HCT Healthier Communities Together	4,000	109,769	113,769	4,000	41,000	45,000
Local Voluntary Partnership	1,625	-	1,625	-	-	-
Winter Pressure	25,161	-	25,161	66,917	-	66,917
	1,501,640	413,710	1,915,350	1,165,902	640,815	1,806,717

5 Income from other trading activities

	Total 2023	Total 2022
	£	£
Brigstock Road Community Hub	2,575	3,178
Fundraising activities	3,611	74
FIT solar panels	602	2,178
Other	143	4
	6,931	5,434

All income from trading activities relates to unrestricted funds.

6 Expenditure allocation - current year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2023
	£	£	£	£	£
Charitable activities					
Information and Advice	164,456	4,190	94,562	72,241	335,449
Winter Pressures	13,690	105	-	6,701	20,496
Befriending	41,003	1,387	-	26,917	69,307
Healthier Lifestyles	135,928	5,567	-	63,294	204,789
Memory Tree cafes	26,229	7,758	-	12,979	46,966
Care Home Connectors	101,089	1,551	96,552	45,965	245,157
Personal Independence Co-ordinators	641,876	13,376	-	269,821	925,073
Innovation fund	4,894	-	41,500	1,612	48,006
Brigstock Road community hub	-	5,800	-	13,926	19,726
HCT Healthy Communities together	-	-	109,769	-	109,769
Hardship fund	-	3,158	-	-	3,158
					-
	1,129,165	42,892	342,383	513,456	2,027,896
Raising funds					
Fundraising costs	16,330	14,400	-	2,030	32,760
					-
	16,330	14,400	-	2,030	32,760
Governance	-	9,446	-	(9,446)	-
Premises costs	-	122,810	-	(122,810)	-
General support costs	303,882	79,348	-	(383,230)	-
	303,882	211,604	-	(515,486)	-
Total	1,449,377	268,896	342,383	-	2,060,656

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2023

6a Expenditure allocation - previous year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2022
	£	£	£	£	£
Charitable activities					
Information and Advice	159,129	(5,270)	60,900	55,685	270,444
Winter Pressures	24,119	478	-	9,363	33,960
Befriending	28,644	709	-	30,322	59,675
Healthier Lifestyles	103,936	6,363	-	45,914	156,213
Memory Tree cafes	22,859	4,216	-	12,083	39,158
Personal Independence Co-ordinators	637,323	17,762	-	226,470	881,555
Brigstock Road community hub	16,014	10,825	-	7,051	33,890
NHS Charities Together	-	-	225,270	-	225,270
HCT Healthy Communities together	-	-	41,000	-	41,000
Care Home Connectors	-	440	-	115	555
Hardship fund	-	1,122	-	-	1,122
	992,024	36,645	327,170	387,003	1,742,842
Governance	-	7,766	-	(7,766)	-
Premises costs	-	78,992	-	(78,992)	-
General support costs	209,555	90,690	-	(300,245)	-
	209,555	177,448	-	(387,003)	-
Total	1,201,579	214,093	327,170	-	1,742,842

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2023

7 Support costs - current year

	Governance	Premises	General support	Total 2023
	£	£	£	£
Staff costs	-	-	291,105	291,105
Staff costs - volunteering	-	-	12,777	12,777
Amounts payable to auditor:				
statutory audit	7,000	-	-	7,000
taxation services	-	-	-	-
Payroll services	-	-	4,621	4,621
Legal & Professional	2,321	-	158	2,479
Staff training	-	-	97	97
Recruitment and DBS	-	-	2,073	2,073
Office costs	-	-	9,308	9,308
IT and website	-	-	23,006	23,006
Depreciation	-	-	7,977	7,977
Telephone	-	-	16,347	16,347
Other finance costs	-	-	3,008	3,008
Maintenance and other premises costs	-	11,582	-	11,582
Rent and service charge	-	52,117	-	52,117
Business rates	-	5,504	-	5,504
Insurance	-	-	6,461	6,461
Light, heat and water	-	13,607	-	13,607
Volunteer costs	-	-	514	514
Other costs	125	40,000	5,778	45,903
	9,446	122,810	383,230	515,486

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2023

7a Support costs - previous year

	Governance	Premises	General support	Total 2022
	£	£	£	£
Staff costs	-	-	185,835	185,835
Staff costs - volunteering	-	-	23,720	23,720
Amounts payable to auditor:				-
statutory audit	6,360	-	-	6,360
taxation services	600	-	-	600
Payroll services	-	-	4,480	4,480
Legal & Professional	806	-	1,066	1,872
Staff training	-	-	9,108	9,108
Recruitment and DBS	-	-	17,393	17,393
Office costs	-	-	2,728	2,728
IT and website	-	-	20,409	20,409
Depreciation	-	-	8,553	8,553
Telephone	-	-	13,977	13,977
Other finance costs	-	-	2,335	2,335
Maintenance and other premises costs	-	7,684	-	7,684
Rent and service charge	-	52,569	-	52,569
Insurance	-	-	5,980	5,980
Light, heat and water	-	18,739	-	18,739
Volunteer costs	-	-	33	33
Other costs	-	-	4,628	4,628
	7,766	78,992	300,245	387,003

8 Staff and trustee remuneration

	2023	2022
	£	£
Staff costs were as follows:		
Salaries and wages	1,289,032	1,073,352
Social Security costs	112,842	92,116
Employer's contribution to defined contribution pension schemes	45,939	36,111
Redundancy costs	1,564	-
Total	1,449,377	1,201,579

The number of employees whose total employee benefits (excluding employer pension costs) exceeded £60,000 were as follows:

	2023	2022
£60,000 - £69,999	-	-
£70,000 - £79,999	1	-

None of the Trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity (2022: £nil) neither were they reimbursed for expenses during the year (2022: £nil).

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team . The total employee benefits of the key management personnel of the charity were £230,034 (2022: £217,000).

9 Staff numbers

The average number of employees was as follows:

	2023	2022
	Headcount	Headcount
Information and Advice	7	6
Winter Pressures	-	1
Befriending	2	1
Healthier Lifestyles	7	6
Memory Tree cafes	2	1
Care Home Connectors	3	-
Personal Independence Co-ordinators	20	21
Brigstock Road community hub	-	-
Administration & Management	9	7
Volunteer co-ordination	1	1
	51	44

10 Related party transactions

The aggregate amount of donations received from related parties in the year was £nil (2021: £nil).

There were no other related party transactions (2021: none).

11 Tangible fixed assets

	Freehold land and buildings	Fixtures & Fittings	Computer Equipment	Total
	£	£	£	£
Cost or deemed cost				
At 1 April 2022	489,976	9,996	51,085	551,057
Additions	-	-	6,693	6,693
Disposals	-	-	-	-
At 31 March 2023	489,976	9,996	57,778	557,750
Accumulated depreciation				
At 1 April 2022	-	4,287	18,154	22,441
Charge for the year	-	1,043	6,934	7,977
Disposals	-	-	-	-
At 31 March 2023	-	5,330	25,088	30,418
Net book value				
At 31 March 2023	489,976	4,666	32,690	527,332
At 31 March 2022	489,976	5,709	32,931	528,616

12 Investment in subsidiary

The charity owns 100% of the share capital of Age Uk Croydon Trading Limited, registered in England and Wales with company number 05792724.

The company was dormant in the period with net assets of £100.

13 Investments

	2023	2022
	£	£
At 1 April	116,815	112,110
Unrealised gain/(loss) on investments	(2,298)	5,975
Charges	(1,234)	(1,270)
Market value at 31 March	113,283	116,815
Consisting of:		
Multi Asset actively managed portfolio	113,274	116,803
Cash	9	12
	113,283	116,815

Investments are held within a multi asset portfolio managed by an investment manager.

14 Debtors

	2023	2022
	£	£
Trade debtors	310,375	106,080
Prepayments and accrued income	34,262	21,737
Other debtors	244	2,093
Total	344,881	129,910

15 Current asset investments

	2023	2022
	£	£
Deposits with a maturity date of:		
Three to six months	-	-
Six to twelve months	249,000	-
Total	249,000	-

16 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	67,903	31,022
Taxation and social security	28,541	117,661
Other creditors	40,372	23,018
Deferred income	1,167,954	964,391
Accruals	60,102	41,584
Total	1,364,872	1,177,676

Deferred income

	2023	2022
	£	£
Balance at beginning of year	964,391	134,948
Amounts released to income	(959,858)	(503,483)
Amounts deferred in the year	1,163,421	1,332,926
Balance at the end of the year	1,167,954	964,391

Income is deferred when it has been invoiced or received in advance of the relevant activity being carried out or (in the case of grant income) when performance-related conditions have not yet been met.

17 Movements in funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2023 £
Restricted funds:					
Hardship fund	18,732	780	(3,158)	-	16,354
Information and advice	64,032	251,899	(315,655)	-	276
Befriending	-	60,833	(69,309)	8,476	-
Personal Independence Co-ordinators	-		-		-
Healthier Lifestyles	626	7,000	(7,017)	-	609
Memory Tree cafes	19,037	50,102	(46,967)	-	22,172
Emmanuel Hospital	2,500	10,625	(13,125)	-	-
HCT Healthier Communities Together	-	109,769	(109,769)	-	-
Total restricted funds	**104,927**	**491,008**	**(565,000)**	**8,476**	**39,411**
Unrestricted funds:					
Building and capital assets reserve	30,000	-	-	70,000	100,000
Operating reserve	250,000	-	-		250,000
Special projects reserve - unallocated	298,351	-	-	(177,834)	120,517
Special projects reserve - I&A	-	-	-	115,000	115,000
Special projects reserve - Community	-	-	-	31,524	31,524
Fair value reserve	20,101	-	(2,298)	-	17,803
Total designated funds	**598,452**	**-**	**(2,298)**	**38,690**	**634,844**
General funds	528,616	1,541,538	(1,495,656)	(47,166)	527,332
Total unrestricted funds	**1,127,068**	**1,541,538**	**(1,497,954)**	**(8,476)**	**1,162,176**
Total funds	**1,231,995**	**2,032,546**	**(2,062,954)**	**-**	**1,201,587**

17a Movements in funds (Cont'd)

Movements in funds - previous year

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2022 £
Restricted funds:					
Hardship fund	19,854	-	(1,122)	-	18,732
Information and advice	6,984	327,492	(270,444)	-	64,032
Befriending	-	46,250	(59,675)	13,425	-
Personal Independence Co-ordinators	24,828	-	-	(24,828)	-
Healthier Lifestyles	8,078	7,053	(14,505)	-	626
Memory Tree Cafes	-	58,195	(39,158)	-	19,037
Emmanuel Hospital	-	2,500	-	-	2,500
NHS Charities Together	-	225,270	(225,270)	-	-
HCT Healthier communities Together	-	41,000	(41,000)	-	-
Total restricted funds	**59,744**	**707,760**	**(651,174)**	**(11,403)**	**104,927**
Unrestricted funds:					
Building and capital assets reserve	2,996	-	-	27,004	30,000
Operating reserve	230,000	-	-	20,000	250,000
Special projects reserve	210,436	-	-	87,915	298,351
Fair value reserve	14,126	5,975	-	-	20,101
General funds	525,863	1,217,937	(1,091,668)	(123,516)	528,616
Total unrestricted funds	**983,421**	**1,223,912**	**(1,091,668)**	11,403	**1,127,068**
Total funds	**1,043,165**	**1,931,672**	**(1,742,842)**	-	**1,231,995**

17 Movements in funds (Cont'd)

Purposes of restricted funds

The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- Hardship fund is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of designated funds

- Operating reserve: held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- Building and capital asset reserve: held to cover repairs not covered by insurance, improvement to capital assets of the charity, or to allow for necessary capital asset acquisition
- Special projects reserve: held to fund new projects focused on developing new services. This reserve is created from legacy income received and amounts from unrestricted surpluses.
- Fair value reserve: holds the unrealised gains on the investment portfolio to the extent that they exceed losses.

18 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	527,332	-	527,332
Investments	113,383	-	113,383
Net current assets	521,461	39,411	560,872
Net assets at 31 March 2023	1,162,176	39,411	1,201,587

18a Analysis of net assets between funds - previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	528,616	-	528,616
Investments	116,915	-	116,915
Net current assets	481,537	104,927	586,464
Net assets at 31 March 2022	1,127,068	104,927	1,231,995

19 Guarantees and other financial commitments

	2023	2022
	£	£
Operating lease commitments due:		
within one year	22,506	51,702
between one and five years	-	21,500
	22,506	73,202

20 Reconciliation of net movement in funds to net cash flow from operating activities

	2023	2022
	£	£
Net income for the reporting year (as per the statement of financial activities)	(30,408)	188,830
Adjustments for:		
Depreciation charge	7,977	8,552
Loss/(Gain) on investments	2,298	(5,975)
Investment charges	1,234	1,270
Interest income from investments	-	(7)
(Increase) in debtors	(214,971)	(96,784)
Increase in creditors	187,196	940,002
Net cash (used in)/provided by operating activities	(46,674)	1,035,888

AGE UK CROYDON

England & Wales - Charity number 1081013

Accounts

AGE UK CROYDON

(Limited by Guarantee)

COMPANY NO.: 03921436

CHARITY NO.: 1081013

REPORT AND ACCOUNTS

for the year ended
31 March 2022

Age UK Croydon

Status:	Company limited by guarantee no. 03921436 Charity registration no. 1081013 The company's governing document is its memorandum and articles of association adopted on 8 February 2000. These were amended by special resolution on 21 September 2011 and 17 June 2014.
Registered office:	81 Brigstock Road Thornton Heath CR7 7JH
Trustees	Ms S Nicklin (Chair) Mr O Sauba (Treasurer) Ms B Scalan Mr A Shillabeer Mr V Emmanuel (resigned September 2021) Ms R Broad Ms K Nurcombe Ms O Khan
Senior leadership team:	Ms D McCluskey (CEO - Interim to August 2021) Mr S Gulati (CEO from Jan 2022) Mrs S Underhill (Programmes Director) Mrs R Liard (HR & Governance Director) Mrs N Naik (Finance Manager - to November 2021) Mrs M Moore (Finance Director - from April 2022) Mrs J Dunbar (Communications Manager - to December 2021) Mr N Linney (Volunteer Programme Manager - to August 2021)
Auditors:	Bryden Johnson Limited 1-4 Kings Parade Lower Coombe Street Croydon CR0 1AA
Bankers:	Co-operative Bank PO Box 250 Delf House, Southway Skelmersdale WN8 6WT
Investment advisers:	Rathbone Investment Management 8 Finsbury Circus London EC2M 7AZ

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law ('the trustees'), are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Public Benefit Statement

The trustees have given due regard to the Charity Commission's guidance on public benefit and have concluded that the charity's purposes satisfy both elements of the public benefit requirement. Specifically, that:

- the benefits from our purpose are evidenced by responding to the need of our beneficiaries, in particular London Borough of Croydon's recognition that the age of a population has an overwhelming influence on health and social care needs (Annual Public Health Report, 2017).
- any detriment or harm that results from the purpose (to people, property or the environment) does not outweigh the benefit, evidenced by our monitoring and evaluation processes which capture client feedback, including compliments, comments and complaints.
- our services are accessible to a sufficient section of the Public, evidenced by service eligibility which, where applied, targets accessibility to those most in need of the service. Our paid-for services offer a combination of competitive rates, subsidies, discounts and free options in order to avoid restriction of the service to those who can afford them.
- our services do not give rise to more than incidental personal benefit, evidenced by our service delivery plans and service contracts which have been designed to meet our charitable purpose.

Structure, Governance and Management

Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company.

Recruitment and appointment of new Trustees

The trustees have a Governance and Nominations committee to manage the recruitment and appointment of new trustees. The committee members are: B Scanlan (Chair), R Broad, V Emmanuel (until September 2021), S Nicklin and A Shillabeer.

Induction and training of Trustees

Trustees' induction is hosted by the Chair, CEO and HR & Governance Director. This is complimented with an e-learning hosted by Stone King, Essential Trustee training. During the trustee journey there are opportunities for trustees to further develop skills / knowledge including financial training for trustees.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Organisational structure

The Board has two subcommittees: Governance and Nominations, and Finance. Strategic direction for the charity is set by the Board, in consultation with the CEO and Senior Leadership Team. The CEO, supported by the SLT, has direct responsibility for strategy implementation via the organisation's core functions and its services. The Board has adopted a scheme of delegation which sets out in detail the responsibilities of the Board, CEO, SLT and Integrated Leadership Team (ILT).

Networks and partnerships

Age UK Croydon is a brand partner within the Age UK national network. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. The partnership enables Age UK Croydon to benefit from the strength and support of a larger network, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda while remaining able to operate effectively as a local, independent charity. We have passed the Age UK national quality standard for information and advice services.

We partner with many organisations within the voluntary sector within Croydon to provide streamlined and relevant services. Our Information and Advice service is delivered as part of Advice Services Croydon, a partnership with Croydon Vision and Disability Croydon. We are members of the Local Voluntary Partnership Board and of One Croydon Alliance, which brings together the South West London NHS Clinical Commissioning Group, the South London and Maudsley NHS Trust, the London Borough of Croydon, the Croydon GP Collaborative and Age UK Croydon and is focussed on improving the health and wellbeing of all adults in the borough.

Governance review

In 2017 Age UK Croydon engaged Professional Governance Services (PGS) to carry out an external governance review. In 2020, Age UK Croydon decided to commission another review by PGS. The review confirms that the board has made significant progress in developing its governance, despite the departure of the CEO and Chair, the financial challenges of the Borough, and the impact of Covid.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Fundraising activities
During the year, we have not actively raised income from community fundraising and have not received any complaints in respect of such activity. We are not aware of any breach, material or otherwise, of any fundraising code or regulation and because community fundraising plays no material role in our income generation activity, we are not registered with the UK Fundraising Regulator. The charity does not use professional fundraisers or commercial participators in connection with public fundraising.

Objectives and activities

Our Vision is a Croydon where everyone can love later life.

Our Mission is to lead the way in empowering, enabling, supporting and connecting older people in the London Borough of Croydon to live well, healthily and independently.

Our charitable objectives as set out in our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Croydon:

(a) preventing or relieving the poverty of older people;
(b) advancing education;
(c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
(d) promoting equality and diversity;
(e) promoting the human rights of older people in accordance with the universal declaration of human rights;
(f) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
(g) 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.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Our activities include the provision of:

Advice Services Croydon - we provide independent, impartial, free and confidential information and advice in the community, over the phone, by email and online.
Befriending – we promote independent living by arranging home visits and phone calls from volunteers.
Community hub – our Brigstock Road hub offers a range of activities for older people and the wider community.
Healthier lifestyles – we provide regular exercise classes, health checks and wellbeing talks to enable older people to manage and improve their health, and reduce the risk of falls at home by arranging aids and home adaptations which build confidence and independence.
Memory Tree café – provides a much needed safe environment for people living with dementia and their family carers.
Personal Independent Co-ordinators – we work in a person centred way helping people identify their own goals to regain independence and live the life they want to live.

Our staff team of 48 is supported by over 60 dedicated volunteers who work together to deliver our services. We aim to provide a holistic solution for older people to access the services they require in one place.

Volunteers
In September 2021 we made a conscious effort to integrate volunteering and staff processes by improving how we deliver recruitment, onboarding and training.

We have kept far more volunteers on hold than usual, as the pandemic has been disruptive for everyone. However, we have retained many loyal and committed volunteers through regular communication. Allowing people to stay on hold and on our books for longer, has been an effective way to maintain numbers. We held virtual coffee morning and volunteer get-togethers at Scratchley Hall. The amount of time people spend volunteering with us has continued to grow, with over 90 volunteers giving more than 6,000 hours of their time. We saw enquiries from people wanting to volunteer with us drop and we will take a more proactive approach in recruiting new volunteers in 2022-23.

Achievements and performance

Advice Services Croydon
Advice Services Croydon works borough-wide to provide access to free, impartial information and advice.

This has been another challenging year for older people and the Information and Advice service. Throughout the year we have seen increased demand for the service which has created pressure on the team and has led to waiting lists as they try to tackle the demand. Much of this increase in demand is a reflection of the financial challenges experienced by Croydon Council and the closure of a number of services including the Welfare Rights team.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Our helpline saw a fifty percent increase in demand for benefits, housing and legal enquiries. Enquiries for travel, including blue badge and taxi card enquiries, increased by 100 percent. We also helped older people affected by the increased living costs, higher fuel bills, housing challenges and the additional challenge of getting back out in the community following COVID. Our dedicated advisers and volunteers helped people to complete online applications. Digital inclusion remains a big challenge and tackling this issue is a priority.

We reopened our Brigstock Road office in Thornton Heath in September 2021 for accessible advice appointments and we returned to essential home visits with full risk assessment in place. Our team continued to offer a blended service. We found telephone appointments to be more efficient, reducing travel time, and enabling us to reach as many people as possible.

The service achieved the Quality of Advice standard in November 2021.

Winter Pressures was set up in January 2022 in response to a clear need for a preventative service that connects with people before they hit a crisis point. We identified a need at a critical time for older people in Croydon and were able to assist people to gain access to benefits, help around the house and access to social activities.

Befriending service

We faced some big challenges at the end of 2021, with many people living alone and feeling isolated. Demand for our service increased, while we operated on limited resources. Continued uncertainty around Covid, as well as people returning to work places and having less time, meant that our volunteer numbers dropped.

A new service lead and a part time administrator were appointed by the start of 2022. We expanded our volunteer team and began onboarding new befrienders. Since the start of January the number of new befriending matches has steadily increased and we now regularly support and offer guidance to our volunteers with supervisions and peer support groups.

Community hub

We reopened our community hub and garden in September 2021. Activities have remained limited while we continue to explore refurbishment of the main hall but have included Healthier Lifestyles, Memory Tree cafe, choir and art group.

Healthier Lifestyles

During 2021/22 we continued to deliver services through a combination of online classes and telephone support, ensuring those who are digitally connected had access to the healthier lifestyle sessions, and those who were unable to connect online still had regular contact and encouragement.

We gained new funding to deliver sessions in local care homes. The main focus is to tackle falls and frailty. We do this through exercise classes that focus on increasing strength and balance. We also educate people about the modifiable risk factors for falls and cover topics around; bone health, joint pain, staying hydrated, eating well, muscle mass, pelvic floor exercises.

Via this funding we provide regular community sessions in Thornton Heath, Selsdon and online classes which are available for anyone in Croydon to access.

This year our falls prevention service saw an increase in referrals from Social Workers, GPs and Social Prescribers for clients with complex needs, this was due to long waits for Occupational Therapy. We made extra effort to keep in touch with clients while they wait for delivery of adaptations and equipment by Croydon Equipment Services, whose schedules have suffered due to the pandemic. Client feedback has been positive, our team have continued to have a positive impact, improving people's mental health, wellbeing and reducing the risk of falls.

Memory Tree cafe

This year saw the delivery of a blended model. Starting off with a virtual and telephone service in April and transitioning into a blended delivery model, from September 2021 we welcomed people back to community-based sessions across the borough, in Thornton Heath and Selsdon.
When we first transitioned it took time for members to start coming to face-to-face sessions again and Zoom sessions were still well attended. The face-to-face sessions became the most popular until we gradually phased out online sessions.

In June 2021 we were lucky to secure one year's funding from Music for Dementia which is a national campaign calling for music to be made accessible for everyone living with dementia. Music for Dementia has enabled us to fund a great variety of musicians, dancers, entertainers, singing coaches to join our Memory Tree Sessions and provide an additional monthly musical session to anyone affected by dementia. These events took place in a variety of locations in Croydon. The levels of engagement have been excellent, and our clients have been able to laugh, sing, dance and interact more with each other.

Personal Independent Co-ordinators

PIC adapted the service this year to meet the shifting needs of clients. During Covid restrictions we experienced many closures in external social groups, the need for help with benefits as well as help around the house increased.

We reviewed how we measure well-being and replaced our assessment tool with LEAF 7, a quality of life assessment and outcomes measurement tool. This tool has a more holistic approach and used with guided conversation we aim to deliver a better quality service with a more accurate picture of the impact our service has on our clients wellbeing. We have also been working together with the Mental Health PICservice and are looking at ways to work collaboratively to ensure people get the right service at the right time.

Our PIC Service remains an integral part of the Integrated Community network Plus (ICN+) in 2021/22 an independent expert carried out a full-service evaluation and we are now working to implement the recommendations.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Financial Review

Financial performance during the year

In common with many other charities, Age UK Croydon continued to be affected by the Coronavirus pandemic during the year. While there were no further lockdowns, and face-to-face activities resumed in some of our services, the Brigstock Road premises remained closed for most of the year. Staff continued working from home for the most part and apart from the Help at Home service which was discontinued in the previous year, most contracts and services continued. During the last quarter the charity was also engaged by Croydon Council to work with vulnerable older adults on a specific Winter Pressures support service.

The charity also formed partnerships with other local organisations both voluntary and statutory to deliver programmes funded by NHS Charities Together and the National Lottery Community Fund. In both cases, the charity held the funds and distributed them to its partners without itself carrying out any substantial service delivery. The funds have been included in both income and expenditure and resulted in a total increase in income and expenditure of £266,270.

Total income for the year was £1,925,697 (2020-21: £1,749,879). Of this £707,760 (2020-21: £1,595,110) is restricted and £1,217,937 (2020-21: £154,769) is unrestricted. Total income therefore rose by £175,818.

The major differences from the previous year were:
- partnership projects as noted above + £266k
- Winter Pressure project + £67k
- cessation of Help at Home service - £47k
- cessation of PIC under 50 extension pilot - £50k
- one-off COVID support funds in prior year - £82k

Total expenditure for the year was £1,742,842 (2020-21: £1,736,029) of which £651,174 (2020-21: £1,556,040) was spent from restricted funds and £1,091,668 (2020-21: £179,989) from unrestricted funds, leaving total reserves of £1,231,995 (2020-21: £1,043,165).

Total reserves comprise £104,927 (2021: £59,744) which are restricted and £1,127,068 (2021: £983,421) which are unrestricted. Further detail of the reserves including designation is set out below.

Total expenditure was broadly flat (fall of £8,187, less than 1%); which was a combination of increased partner payments counterbalanced by a reduction in salary and Governance costs. There were several changes at senior level and also periods when positions were vacant including CEO and FInance Manager.

The cost savings made together with these and other staff vacancies meant that overall the charity made a significant surplus of £182,855 before accounting for the change in value of the investment portfolio. This is expected to be very much a one-off result. By the end of April 2022 a full senior staff team was in post with an emphasis on expansion of services.

Financial position at the year end
The charity continues to be in a sound financial position with increased reserves following the surplus made in the year. There were significant cash balances held at the year end as several contracts were invoiced for the period 2022-23 and money received before the end of the financial year, with a resulting increase in deferred income shown within creditors.

Remuneration policy
The trustees are responsible for determining the salary of the CEO. All other salaries are benchmarked against the market from time to time. Trustees receive no remuneration other than their expenses.

Investment policy
The charity's investment policy delegates decisions on investments to the Finance Committee. Funds over and above those required for day to day activities are held either in bank accounts or a diversified investment portfolio managed by an external investment manager. The charity has adopted a cautious approach to risk and aims to maintain real capital value. The investment manager is instructed to avoid investment in armaments or tobacco.

Reserves policy
The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The trustees consider that the charity should hold sufficient reserves for the following purposes:
Operating reserve to cover the position if the charity faced closure and required funds to meet all obligations in such an event
Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition
Fair Value reserve to hold unrealised gains on the investment portfolio against possible future losses
Special projects reserve to fund new projects focussed on developing new services.
The trustees review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

Risk Management
The trustees continue to assess the major risks to which the charity is exposed. Risks are recorded in a risk register which is reviewed by the committees and the Board on an annual basis. Major risks identified in this reporting period were:

Income not well diversified with reliance on particular funders and contracts - the charity continues to have close relationships with its funders and is regularly invited to submit expressions of interest in new services. A focus for the coming financial year is to increase funding from grants and trusts using the services of a freelance fundraiser.

IT failures and security - although the charity has external support and robust security procedures, it is very dependent on its IT and this inevitably remains a risk area. Response plans are to be further developed in the coming year to address the risks. The charity has recently successfully completed the NHS data security toolkit assessment.

Future plans

Under the new Senior Leadership Team a number of initiatives have started or are being planned for the year 2022-23 and beyond. Some of the key initiatives are given below:

- We recruited a freelance fundraiser to focus on foundations and trusts with a view to diversify our income
- We recruited a Business Impact and Integration officer to focus on our Impact and data in a view to bring out key elements of our impact and share with a wider audience
- We will be redesigning our website in conjunction with Age UK National
- We are pleased to relaunch the Dementia Action Alliance in Croydon. Our Programmes Director will be chairing the alliance in the first year
- We are the founder member of the Voluntary and Community Sector Leadership Board in Croydon and will continue to further the voice of VCS and to create a stronger partnership with the statutory sector organisations
- With an aim to increase our community connection we have formed an Engaged Client Group of staff with focus on reaching out to the ethnic minority groups in Croydon and encouraging them to engage with the charity and have plans to develop more such groups with aims to greater involve our clients in developing our services
- Our Brigstock Road premises has been nominated to be the community hub in northwest Croydon, which willgive us inroads in developing key partnerships and enhance our service provisions and support
- Internally we are on a journey to build "one organisation one support" ;for this we have developed a single monitoring system of empowerment, striving for excellence and innovation.

Reserves and Going concern

At the balance sheet date the charity's total reserves were £1,231,995. After deducting restricted funds together with the value of tangible fixed assets and fair value reserve, the reserves freely available to the charity were £578,351. The trustees have reviewed these reserves and have designated them as follows:

operating reserve	£250,000
building and capital asset reserve	£30,000
special projects reserve	£298,351

The charity has prepared plans and forecasts (including on a reasonable worst case basis) which provide comfort that the charity has sufficient reserves to continue to operate for at least 12 months from the date of signing the balance sheet.

Age UK Croydon

Trustees' report
for the year ended
31 March 2022

Statement of Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of the charitable company 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 Accounting 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 the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report, which has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, was approved by the Board on 6 September 2022 and signed on its behalf.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

Opinion

We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended

- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice

- 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 Age UK Croydon's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other Information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or

- The directors 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 trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

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

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. 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.

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.

Neil Johnson
(Senior statutory auditor)
Date: 03/10/2022

for and on behalf of Bryden Johnson Limited, Statutory Auditor, 1-4 Kings Parade, Lower Coombe Street, Croydon, CR0 1AA

Age UK Croydon

Statement of financial activities and Income and expenditure account
for the year ended 31 March 2022

	Note	Unrestricted funds	Restricted funds	Total funds 2022	Unrestricted funds	Restricted funds	Total funds 2021
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	46,594	66,945	113,539	21,614	-	21,614
Charitable activities	4	1,165,902	640,815	1,806,717	46,987	1,595,110	1,642,097
Other trading activities	5	5,434	-	5,434	44,514	-	44,514
Investments		7	-	7	-	-	-
Government grants receivable		-	-	-	41,654	-	41,654
Total income		1,217,937	707,760	1,925,697	154,769	1,595,110	1,749,879
Expenditure on:							
Raising funds		-	-	-	7,416	-	7,416
Charitable activities		1,091,668	651,174	1,742,842	172,573	1,556,040	1,728,613
Total expenditure	6/7	1,091,668	651,174	1,742,842	179,989	1,556,040	1,736,029
Net gains on investments	13	5,975	-	5,975	11,950	-	11,950
Net income/(expenditure)		132,244	56,586	188,830	(13,270)	39,070	25,800
Transfers between funds	16	11,403	(11,403)	-	71,378	(71,378)	-
Net movement in funds		143,647	45,183	188,830	58,108	(32,308)	25,800
Reconciliation of funds							
Total funds brought forward		983,421	59,744	1,043,165	925,313	92,052	1,017,365
Total funds carried forward	17	1,127,068	104,927	1,231,995	983,421	59,744	1,043,165

All of the above results derive from continuing activities.
There were no other recognised gains and losses other than those stated above.
Movements in funds are disclosed in note 15 to the financial statements.

Age UK Croydon

Company no. 01929724

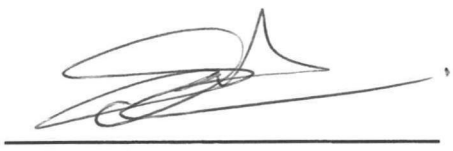
Balance sheet

as at 31 March 2022

	Note	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	11		528,616		535,992
Investment in Age UK Croydon Trading Ltd	12		100		100
Investments	13		116,815		112,110
Total fixed assets			645,531		648,202
Current assets					
Debtors	14	129,910		33,126	
Cash at bank and in hand		1,634,230		599,511	
Total current assets		1,764,140		632,637	
Creditors: amounts falling due within one year	15	(1,177,676)		(237,674)	
Net current assets/(liabilities)			586,464		394,963
Total assets less current liabilities			1,231,995		1,043,165
Net assets	17		1,231,995		1,043,165
The funds of the charity:					
Restricted funds			104,927		59,744
Unrestricted funds:					
- General funds		528,616		525,863	
- Designated funds		598,452		457,558	
Total unrestricted funds			1,127,068		983,421
Total charity funds	16		1,231,995		1,043,165

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The accounts were approved and authorised for issue by the trustees on 6 September 2022 and signed on their behalf by:



Age UK Croydon

Company no. 01929724

Statement of Cash Flows
for the year ended
31 March 2022

	Note	2022	2021
		£	£
Cash provided by operating activities	19	1,035,888	244,424
Cash flows from investing activities			
Investment income		7	-
Purchase of tangible fixed assets		(1,176)	(37,015)
Cash provided by investing activities		(1,169)	(37,015)
Increase in cash and cash equivalents in the year		1,034,719	207,409
Cash and cash equivalents at the start of the year		599,511	392,102
Cash and cash equivalents at the end of the year		1,634,230	599,511

Analysis of changes in net debt

	At start of year	Cashflows	At end of year
	£	£	£
Cash	599,511	1,034,719	1,634,230
	599,511	1,034,719	1,634,230

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

1 Statutory information

Age UK Croydon is a private company limited by guarantee with no share capital, domiciled in England and Wales, registration number 03921436. In the event of the charity being wound up, the liability in respect of the guarantee is restricted to £1 per member of the company.

2 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(i) Basis of preparation

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 (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Age UK Croydon meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(ii) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(iii) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

2 Accounting policies (cont'd)

(iv) Income recognition

Income is recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds
- receipt of the income is considered probable
- the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donated goods, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- For legacies, entitlement is taken as the earlier of the date on which either:
  - the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the charity that a distribution will be made, or
  - when a distribution is received from the estate.

  Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Government grants are recognised when receivable unless performance-related conditions apply to them; in which case they are recognised when the performance-related conditions are met.
- Investment income is recognised on an accruals basis.
- Income received in advance of the charity becoming entitled to it is deferred until such time as the services have been provided.

(v) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs associated with attracting voluntary income and activities for generating funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis using a combination of staff numbers and staff time.

2 Accounting policies (cont'd)

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

computers, fixtures and fittings	20% reducing balance
freehold land and buildings	do not depreciate

Freehold buildings are not depreciated on the basis that repairs expenditure is incurred to maintain the condition of the asset, which is at least equivalent to what depreciation would have been.

Although this accounting policy is in accordance with FRS 102, it is a departure from the general requirement of the Companies Act 2006 for all tangible fixed assets to be depreciated. In the opinion of the trustees, compliance with the standard is necessary for the financial statements to give a true and fair view. Depreciation is only one of many factors reflected in the annual valuation and the amount of this which might otherwise have been changed cannot be separately identified or quantified.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities.

(vii) Pensions

The charity's employees are able to make contributions into a defined contribution pension scheme. Eligible employees are automatically enrolled unless they have exercised their right to opt out of scheme membership. Employees may choose to contribute 4% or more of their salary and the charity contributes 4%.

(viii) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(ix) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(x) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(xi) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
Donations	9,813	-	9,813	13,547	-	13,547
Gifts in kind	-	-	-	5,867	-	5,867
Legacies	13,000	-	13,000	2,200	-	2,200
Grants:						
Music For Dementia/ The Utley Foundation		18,195	18,195	-	-	-
Mercers/The Charity of Sir Richard Whittington		10,000	10,000	-	-	-
Charities Aid Foundation		36,250	36,250	-	-	-
Age UK London	13,781	-	13,781	-	-	-
Age UK	10,000	-	10,000	-	-	-
Emmanuel Hospital	-	2,500	2,500	-	-	-
Total	46,594	66,945	113,539	21,614	-	21,614

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
Healthier Lifestyles	143,871	7,053	150,924	-	193,295	193,295
Age UK London	24,800	-	24,800	21,363	-	21,363
Age UK Warm homes	5,022	-	5,022	-	-	-
Digital Inclusion	-	-	-	12,000	28,073	40,073
Personal Independence Co-ordinators	921,292	-	921,292	-	972,440	972,440
Memory Tree Café	-	40,000	40,000	-	34,000	34,000
Befriending	-	-	-	-	39,810	39,810
Other income	-	-	-	13,624	-	13,624
Information and advice	-	327,492	327,492	-	327,492	327,492
NHS Charities Together	-	225,270	225,270	-	-	-
HCT Healthier Communities Together	4,000	41,000	45,000	-	-	-
Winter Pressure	66,917	-	66,917	-	-	-
	1,165,902	640,815	1,806,717	46,987	1,595,110	1,642,097

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

5 Income from other trading activities

	Total 2022	Total 2021
	£	£
Help at Home	-	47,634
Brigstock Road Community Hub	3,178	(3,120)
Fundraising activities	74	-
FIT solar panels	2,178	-
Other	4	-
	5,434	44,514

All income from trading activities relates to unrestricted funds.

6 Expenditure allocation - current year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2022
	£	£	£	£	£
Charitable activities					
Information and Advice	159,129	(5,270)	60,900	55,685	270,444
Winter Pressures	24,119	478	-	9,363	33,960
Befriending	28,644	709	-	30,322	59,675
Healthier Lifestyles	103,936	6,363	-	45,914	156,213
Memory Tree cafes	22,859	4,216	-	12,083	39,158
Personal Independence Co-ordinators	637,323	17,762	-	226,470	881,555
Brigstock Road community hub	16,014	10,825	-	7,051	33,890
NHS Charities Together	-	-	225,270	-	225,270
HCT Healthy Communities together	-	-	41,000	-	41,000
Care Home Connectors	-	440	-	115	555
Hardship fund	-	1,122	-	-	1,122
					-
	992,024	36,645	327,170	387,003	1,742,842
Governance	-	7,766	-	(7,766)	-
Premises costs	-	78,992	-	(78,992)	-
General support costs	209,555	90,690	-	(300,245)	-
	209,555	177,448	-	(387,003)	-
Total	1,201,579	214,093	327,170	-	1,742,842

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

Expenditure allocation - previous year

	Unrestricted funds	Restricted funds	Total funds 2021
	£	£	£
Charitable activities			
Staff costs	107,815	1,284,543	1,392,358
Direct charitable expenses	42,360	80,046	122,406
Support costs	10,634	158,245	168,879
Governance costs	11,764	33,206	44,970
	172,573	1,556,040	1,728,613
Raising funds			
Fundraising	7,416	-	7,416
		-	
	7,416	-	7,416
Total	179,989	1,556,040	1,736,029

The analysis of expenditure has been revised in the current year to disclose expenditure on an activity basis as required by the Charity SORP.

7 Support costs - current year

	Governance	Premises	General support	Total 2022
	£	£	£	£
Staff costs	-	-	185,835	185,835
Staff costs – volunteering	-	-	23,720	23,720
Amounts payable to auditor:				
statutory audit	6,360	-	-	6,360
taxation services	600	-	-	600
Payroll services	-	-	4,480	4,480
Legal & Professional	806	-	1,066	1,872
Staff training	-	-	9,108	9,108
Recruitment and DBS	-	-	17,393	17,393
Office costs	-	-	2,728	2,728
IT and website	-	-	20,409	20,409
Depreciation	-	-	8,553	8,553
Telephone	-	-	13,977	13,977
Other finance costs	-	-	2,335	2,335
Maintenance and other premises costs	-	7,684	-	7,684
Rent and service charge	-	52,569	-	52,569
Insurance	-	-	5,980	5,980
Light, heat and water	-	18,739	-	18,739
Volunteer costs	-	-	33	33
Other costs	-	-	4,628	4,628
	7,766	78,992	300,245	387,003

Support costs - previous year

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Support costs			
IT support	2,988	44,462	47,450
Premises costs	954	14,190	15,144
Office costs	5,615	83,559	89,174
Depreciation	1,077	16,034	17,111
	10,634	158,245	168,879
Governance costs			
Auditors' remuneration	389	5,791	6,180
Accountancy & payroll	357	5,321	5,678
Legal and professional fees	1,486	22,094	23,580
Other governance costs	9,532	-	9,532
	11,764	33,206	44,970

8 Staff and trustee remuneration

	2022	2021
	£	£
Staff costs were as follows:		
Salaries and wages	1,073,352	1,227,468
Social Security costs	92,116	103,897
Employer's contribution to defined contribution pension schemes	36,111	41,177
Total	1,201,579	1,372,542

There were no employees whose total employee benefits (excluding employer pension costs) for the year were more than £60,000 (2021: nil)

None of the Trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity (2021: £nil) neither were they reimbursed for expenses during the year (2021: £nil).

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team. The total employee benefits of the key management personnel of the charity were £217,000 (2021: £204,059).

9 Staff numbers

The average number of employees was as follows:

	2022	2021
	Headcount	Headcount
Information and Advice	6	7
Winter Pressures	1	-
Help at Home	-	17
Befriending	1	1
Healthier Lifestyles	6	7
Memory Tree cafes	1	2
Personal Independence Co-ordinators	21	23
Brigstock Road community hub	-	2
Management	7	8
Volunteer co-ordination	1	1
	44	68

10 Related party transactions

The aggregate amount of donations received from related parties in the year was £nil (2021: £nil).

There were no other related party transactions (2021: none).

11 Tangible fixed assets

	Freehold land and buildings	Fixtures & Fittings	Computer Equipment	Total
	£	£	£	£
Cost or deemed cost				
At 1 April 2021	489,976	9,996	49,909	549,881
Additions	-	-	1,176	1,176
Disposals	-	-	-	-
At 31 March 2022	489,976	9,996	51,085	551,057
Accumulated depreciation				
At 1 April 2021	-	3,012	10,877	13,889
Charge for the year	-	1,275	7,277	8,552
Disposals	-	-	-	-
At 31 March 2022	-	4,287	18,154	22,441
Net book value				
At 31 March 2022	489,976	5,709	32,931	528,616
At 31 March 2021	489,976	6,984	39,032	535,992

12 Investment in subsidiary

The charity owns 100% of the share capital of Age Uk Croydon Trading Limited, registered in England and Wales with company number 05792724.

The company was dormant in the period with net assets of £100.

13 Investments

	2022	2021
	£	£
At 1 April	112,110	100,160
Unrealised gain on investments	5,975	11,950
Charges	(1,270)	-
Market value at 31 March	116,815	112,110
Consisting of:		
Multi Asset actively managed portfolio	116,803	111,974
Cash	12	136
	116,815	112,110

Investments are held within a multi asset portfolio managed by an investment manager.

14 Debtors

	2022	2021
	£	£
Trade debtors	106,080	28,193
Prepayments and accrued income	21,737	4,933
Other debtors	2,093	-
Total	129,910	33,126

15 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	31,022	14,002
Taxation and social security	117,661	22,730
Other creditors	23,018	5,815
Deferred income	964,391	134,948
Accruals	41,584	60,179
Total	1,177,676	237,674

Deferred income

	2022	2021
	£	£
Balance at beginning of year	134,948	42,888
Amounts released to income	(503,483)	(233,483)
Amounts deferred in the year	1,332,926	325,543
Balance at the end of the year	964,391	134,948

Income is deferred when it has been invoiced or received in advance of the relevant activity being carried out or (in the case of grant income) when performance-related conditions have not yet been met.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

16 Movements in funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2022 £
Restricted funds:					
Hardship fund	19,854	-	(1,122)	-	18,732
Information and advice	6,984	327,492	(270,444)	-	64,032
Befriending	-	46,250	(59,675)	13,425	-
Personal Independence Co-ordinators	24,828	-	-	(24,828)	-
Healthier Lifestyles	8,078	7,053	(14,505)	-	626
Memory Tree cafes	-	58,195	(39,158)	-	19,037
Emmanuel Hospital	-	2,500	-	-	2,500
NHS Charities Together	-	225,270	(225,270)	-	-
HCT Healthier communities Together	-	41,000	(41,000)	-	-
Total restricted funds	**59,744**	**707,760**	**(651,174)**	**(11,403)**	**104,927**
Unrestricted funds:					
Building and capital assets reserve	2,996	-	-	27,004	30,000
Operating reserve	230,000	-	-	20,000	250,000
Special projects reserve	210,436	-	-	87,915	298,351
Fair value reserve	14,126	5,975	-	-	20,101
Total designated funds	**457,558**	**5,975**	**-**	**134,919**	**598,452**
General funds	525,863	1,217,937	(1,091,668)	(123,516)	528,616
Total unrestricted funds	**983,421**	**1,223,912**	**(1,091,668)**	**11,403**	**1,127,068**
Total funds	**1,043,165**	**1,931,672**	**(1,742,842)**	**-**	**1,231,995**

16 Movements in funds (Cont'd)

Movements in funds - previous year

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2021 £
Restricted funds:					
Hardship fund	19,854	-	-	-	19,854
Information and advice	-	327,492	(320,508)	-	6,984
Befriending	-	39,810	(39,810)	-	-
Personal Independence Co-ordinators	72,198	972,440	(1,013,505)	(6,305)	24,828
Healthier Lifestyles	-	129,795	(123,047)	-	6,748
Digital Inclusion	-	28,073	-	(28,073)	-
F&E Hub	-	37,000	-	(37,000)	-
Falls Prevention Service	-	60,500	(59,170)	-	1,330
Total restricted funds	**92,052**	**1,595,110**	**(1,556,040)**	**(71,378)**	**59,744**
Unrestricted funds:					
Age UK Grant income	-	21,363	(21,363)	-	-
Help at Home	-	51,377	(68,943)	17,566	-
Brigstock Road Community Hub	-	14,532	(14,532)	-	-
Digital Inclusion	-	12,000	(12,000)	-	-
Building and capital assets reserve	15,373	-	(12,377)	-	2,996
Operating reserve	206,000	-	-	24,000	230,000
Age UK Croydon Trading Ltd	5,046	-	(5,046)	-	-
Special projects reserve	180,624	-	-	29,812	210,436
Fair value reserve	2,176	11,950	-	-	14,126
General funds	516,094	55,497	(45,728)		525,863
Total unrestricted funds	**925,313**	**166,719**	**(179,989)**	71,378	**983,421**
Total funds	**1,017,365**	**1,761,829**	**(1,736,029)**	**-**	**1,043,165**

16 Movements in funds (Cont'd)

Purposes of restricted funds

The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- Hardship fund is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of designated funds

- Operating reserve: held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- Building and capital asset reserve: held to cover repairs not covered by insurance, improvement to capital assets of the charity, or to allow for necessary capital asset acquisition
- Special projects reserve: held to fund new projects focused on developing new services. This reserve is created from legacy income received and amounts from unrestricted surpluses.
- Fair value reserve: holds the unrealised gains on the investment portfolio to the extent that they exceed losses.

Following a review the trustees have decided to reclassify the income of the PIC service as unrestricted and have therefore made a transfer from the previously restricted funds. Comparatives have not been adjusted.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2022

17 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	528,616	-	528,616
Investments	116,915	-	116,915
Net current assets	481,537	104,927	586,464
Net assets at 31 March 2022	1,127,068	104,927	1,231,995

17 Analysis of net assets between funds - previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	535,992	-	535,992
Investments	112,210	-	112,210
Net current assets	335,219	59,744	394,963
Net assets at 31 March 2021	983,421	59,744	1,043,165

18 Guarantees and other financial commitments

	2022 £	2021 £
Operating lease commitments due:		
within one year	51,702	-
between one and five years	21,500	90,985
	73,202	90,985

19 Reconciliation of net movement in funds to net cash flow from operating activities

	2022	2021
	£	£
Net income for the reporting year (as per the statement of financial activities)	188,830	25,800
Adjustments for:		
Depreciation charge	8,552	6,877
(Gains) on investments	(5,975)	(11,950)
Investment charges	1,270	-
Losses on fixed asset disposal	-	10,226
Interest income from investments	(7)	-
(Increase)/decrease in debtors	(96,784)	80,916
Increase in creditors	940,002	132,555
Net cash provided by operating activities	1,035,888	244,424

AGE UK CROYDON

England & Wales - Charity number 1081013

Accounts

Age UK Croydon Annual Report

2020-2021

Report and Financial Statements for the year ended 31 March 2021

Company number: 03921436

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01

About us

We are Age UK Croydon and our vision is a Croydon where everyone can love later life.

A message from our Interim Chair

Welcome to Age UK Croydon's (AUKC) Annual Report for the year April 2020 to March 2021.

Age UK Croydon exists to serve our local, older community, although our Articles of Association allow us also to serve younger citizens where this is complementary to our primary purpose. This year, more people than ever have needed our support. As the pandemic took hold and waves of Government restrictions came into force, we had to adapt quickly to ensure we were able to continue to deliver a high-quality service through a very difficult landscape.

The efforts of our whole team have been outstanding, and the Trustees would like to extend our sincere gratitude to staff and volunteers for being so agile in responding to the challenges and delivering the changes needed in the face of unprecedented demand. The Board also wish to especially thank Jill Kyne, our CEO (Interim) during this reporting year. Jill's stewardship through one of the hardest times we have ever seen has ensured that Age UK Croydon remains in a strong financial position, despite the trials the year presented.

In this time of significant change, Age UK Croydon and Age UK Sutton also found time to explore whether working together would enable us to deliver more and better for local older people. While we have concluded that this remains a viable option, we have agreed that for now we will prioritise finding ways of collaborating more formally together, rather than undertaking a merger of our two organisations.

Finally, the Trustees would like to pay their heartfelt thanks to Deborah McCluskey for her longstanding commitment and support to the organisation. Deborah had already completed two three-year terms as our Chair and was shortly due to retire during the course of the 2021 calendar year. However, following Jill's period of tenure, we were delighted that Deborah was appointed as Interim CEO. In this role, Deborah has successfully led our magnificent team as we all make the transition out of the pandemic period into a phase where there are many challenges but equally many new opportunities for AUKC.

As we embark on a series of new initiatives, including a major redevelopment of our premises in Brigstock Road into a modern community and office space, we are confident that Age UK Croydon is well placed to meet the challenges of both current circumstances and those of the longer term, and will continue to be a strong, respected voice for the older people of Croydon.

B. Scanlan

Brenda Scanlan
Interim Chair
on behalf of the AUKC Board of Trustees

Our work

Our mission is to lead the way in empowering, enabling, supporting and connecting older people in the London Borough of Croydon to live well, healthily and independently.

Despite the many challenges that arose through 2020, the pandemic has been a catalyst for positive change; we've supported more clients than ever, around 12,000 this year, we've connected with more partner organisations to offer additional support and signposting, and we've designed new ways of working internally – all of which will stand us in good stead as we move through the year ahead.

We have an expert team of 45 staff and around 150 volunteers who work together to deliver our extensive range of services and activities. With services spanning information and advice, health, wellbeing, falls prevention, dementia support, one to one personal independence coordinators, befriending and social activities, Age UK Croydon offers a holistic solution for older people to access the services they require in one place.

We are independent of the national Age UK charity, but have passed its quality standard allowing us to hold the Age UK brand, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda.

Croydon age UK

Our services

BEFRIENDING	We promote independent living by arranging home visits and phone calls from volunteers
COMMUNITY HUB	Our Brigstock Road hub offers a range of activities for older people and also the wider community
HEALTHIER LIFESTYLES	We provide regular exercise classes, health checks & wellbeing talks to enable older people to manage & improve their health
INFORMATION & ADVICE	We provide independent, impartial, free and confidential information & advice in the community, over the phone, by email & online
MEMORY TREE CAFE	The Memory Tree Café provides a much needed safe environment for people living with dementia and their families/carers
PERSONAL INDEPENDENCE COORDINATORS	We work in a person centred way helping people identify their own goals to regain independence and live the life they want to live
PERSONAL SAFETY & FALLS PREVENTION	We reduce the risk of falls at home by arranging aids and home adaptations which build confidence and independence

02
Overcoming our challenges

We continue to be guided by our Five Year Strategy and our desire to serve our community. Our strategic objectives remain relevant today and provide a clear framework for our services and future development under the headings of: Trading, Innovation and Governance.

The year 2020-21 has seen us deliver new initiatives and helped shape our future:

TRADING – in the wake of the pandemic, we are focusing our attention on generating unrestricted income through fundraising, rather than paid-for services. Over time, we hope to establish income through both routes, enabling us to reduce our reliance on restricted income.

INNOVATION – identifying emerging needs will continue to keep our service relevant to the evolving needs of our beneficiaries. Our Food and Essentials Hub and partnering with like-minded organisations to support those in dire need are examples of where we do this well. We will continue to keep older people at the heart of what we do to ensure our services align to the desires of local people.

GOVERNANCE – having strong foundations gives us the flexibility to adapt without losing sight of our purpose. We have worked hard to establish a strong framework for the organisation to enable it to grow in line with the increasing need of our ageing population.

Overcoming challenges
for our clients

It has been a difficult landscape to operate in through 2020-21 with increased demand for our services and increased pressure on funding, but it has challenged us to innovate our service delivery model and fast-tracked new ways of working.

We have had to carefully manage current service delivery and future sustainability to ensure that we continue to offer services that remain responsive to the identified needs of our clients, as well as meeting funder objectives.

Social isolation and mental health

CHALLENGES	SOLUTIONS
• **Surge in the need for support with basic tasks including access to food, essentials and prescription medication** • **Greater need for bereavement support** • **Greater number of people living in isolation, unable to connect to others in their usual ways** • **Increase in people feeling lonely and living with mental and physical health issues that arise from loneliness**	• Our Food and Essentials Hub quickly became a much-needed service to support people who had no other way to access the basics needed through the pandemic. We gratefully received funding from a range of supporters that enabled us to safely purchase goods and receive donations from individuals and businesses. Using our social media reach and our network of volunteers, we were able to deliver packages across the borough to the most vulnerable. From the end of March to the end of June, we made over 500 deliveries to over 350 individuals and families. • Bereavement training for front-line staff, enabling staff to better support clients • Some services continued to work with clients face-to-face throughout the pandemic: Falls Prevention • Other services took a temporary pause with face-to-face service delivery to ensure safe processes were in place - maintaining telephone contact throughout: Personal Independence Coordinators • Some services moved their provision online while maintaining telephone contact with those who did not have digital access: Healthier Lifestyles and Memory Tree Café • Delivered a comprehensive calendar of events over Christmas and New Year (including Christmas Day) to provide the opportunity of social interaction over what can be a challenging time for many

Digital inclusion

CHALLENGES	SOLUTIONS
• **Don't have access to the hardware needed**	• Gave donated laptops to Befriending clients, to give them the tools to get online
• **Are unable to see the benefits that being digitally connected could bring to their lives**	• Partnered with local organisation, Clear Community Web, to create a bespoke suite of training materials for staff and volunteers, equipping them to support older people
• **Lack confidence in using technology that is new to them**	• Partnered with Croydon and Leeds Councils to develop an open-source website for national contribution and ideas sharing – all with the aim of sharing best practice in digital inclusion
• **Find it difficult to be trained remotely to use new technology**	• Organised a team of Tech Befrienders to train older people to connect digitally
• **Don't have access to the connectivity needed**	• Worked with Croydon Council to produce simple Digital Guides to help local people get connected
	• Joined the Age UK National Digital Inclusion Team to input and share best practice across the network

Service Delivery

CHALLENGES	SOLUTIONS
• **People want to access services in a way that suits them**	• Covid-19 influenced our move to providing service and support both online and face to face to begin a revised blended service offer across the organisation
• **People want to access services in hyper-local settings to avoid travelling**	• Continued to develop our integrated service delivery model alongside the ICN+ (an integrated health and social care system where people experience seamless services) providing hyper-local access to statutory, health, social care and voluntary sector partners in one location
• **People want to access a range of services in one place**	• Created our first-ever Festive Events Calendar to offer a huge range of online activities over the festive period, free to all
	• Successfully moved all our Healthier Lifestyles exercise sessions online
	• Successfully moved our Memory Tree Café sessions online
	• Offered Information & Advice clients the opportunity to meet over Zoom
	• Continued to deliver face-to-face services including Personal Independence Coordinators and Falls Prevention, by using appropriate PPE and risk assessments

Overcoming challenges for our organisation

The pandemic has challenged us to review our own workings to ensure that the structure and model we operate will make us fit for purpose against emerging financial, economic, health and social challenges.

Managing through a continually changing landscape

CHALLENGES	SOLUTIONS
• **Covid-19 pandemic – the financial difficulties experienced by our local authority, one of our partners and key funders, left us exposed to the threat of reduced funding. This meant we needed to work quickly and proactively to reshape the delivery of services we know are needed.**	• The changing Government Tiers and associated guidance have required us to be agile in our approach - we have the appropriate governance structures in place to respond quickly and communicate changes to our teams in a timely way
	• Potential changes to funding streams have led us to be innovative in our approach, reaching out to new partners in order to work differently to fulfil the needs of older people
	• Proactively working with other local information and advice organisations to explore the possibility of partnership working
	• Working closely with Croydon Council, the One Croydon Alliance and other partners to continue to deliver services for older people in a challenging funding landscape

Funding and Fundraising

CHALLENGES	SOLUTIONS
• **An over-reliance on statutory funders has proved an issue when their own funding is being reduced**	• Investigating alternative funding options
• **Lack of unrestricted income – with our income-generating services closing in the pandemic, we have relied more heavily on funders.**	• Working with partners to share costs while still meeting demand
	• Welcomed the opportunity to be the Charity Partner of the Year of Sunrise of Purely, a local care home
	• Creating a fundraising strategy to nurture local contacts, delivering increased funding while raising our profile
	• Using our research and experience, created a suite of new service proposals with which to proactively approach funders

Our impact: key achievements by strategic objective

Strategic Objective	April 2020 – March 2021 **What we have achieved**	March 2021 onwards **What's to come**
Generating Unrestricted Income	• Charity Partner of the Year of Sunrise in Purley • Successful applications to a variety of funders to support both core costs and service development • Creating plans for the redevelopment of our community hall to gauge the financial feasibility of the project	• Implement plans and achieve goals for community hall fundraising campaign • Deliver income from community fundraising and CSR partnerships as unrestricted funds • Build on the Charity Partner of the Year relationship in order to approach other local organisations • Develop paid for service model ready to increase income in 22/23
Development & Innovation	• Successfully delivered our services through a blended approach of online, telephone and face-to-face, as appropriate • Integral part of the One Croydon Alliance's Locality Model, supporting the roll out of hyper-local multi-disciplinary teams in community settings • Run additional activities for people to socialise, particularly over the festive period • Undertook a Customer Needs survey with some clients to understand attitudes towards accessing services online • Worked in partnership with other voluntary sector organisations ensure effective signposting for those in need of support • Expanded Befriending for other AUKC services to refer their clients • Created Digital Inclusion Toolkit with Croydon and Leeds Councils to share best practice on digital inclusion • Partnered with local organisation, Clear Community Web, to create a bespoke suite of training materials for staff and volunteers, equipping them to support older people	• Develop an integrated service model across all services, aligned to the Locality Model • Deliver a blended approach to service delivery, including support to access online channels • Develop our listening and learning to ensure local older people contribute to service planning • Extend our research capacity to make better use of data and to identify new services • Developing partnerships with like-minded organisations to meet local need • Extending our outcome and impact reporting to contribute to future service innovation and to improve funding applications • Full integration of volunteers into all our services and functions to increase skills and capacity across all service and operational areas
Good Governance	• Successfully implemented new IT hardware and infrastructure for the team to work remotely and securely • Launched a regular Friends of Age UK Croydon emailer to volunteers, fundraisers, clients, professionals, MPs and others through which to share news, updates and other information • Nominated for HSJ awards as part of the One Croydon Alliance	• Further embed our vales: Integrity, Empowerment, Trust, Compassion and Collaboration • Implement robust Performance Review and supervision processes • Retain and recognise the right skills and experience and understand our succession plan • Embed Information Governance processes as business as usual • Policies and procedures to support resilience, tolerance and flexibility • Meet the requirements to achieve sector accreditations • Integrating volunteers into the team

03

Key achievements for our clients

"I'd like to also take this opportunity to say a big "thank you" from all of us for your help and support. You rendered a perfect professional service and you are an asset to your organisation!"

"I feel that you've helped me so much along the line - it's given me hope. I feel much stronger in my mind now."

"The befriending service is very good - it makes me feel like I can be the person I am, without being judged and feels nice to have someone outside of my family."

Improving health and wellbeing

PSYCHOLOGICAL IMPROVEMENTS

MORE ABLE TO MANAGE A HEALTH CONDITION

PHYSICAL HEALTH IMPROVEMENTS

SUSTAINING PEOPLE'S MENTAL WELLBEING

Healthwise

Our Healthier Lifestyles sessions promote health and wellbeing amongst older people in Croydon. Taking a holistic approach, the service helps people consider their physical, mental and social health, focusing on modifiable risk factors for disease and supporting older people to optimise their overall health.

For example:

- Delivery and promotion of exercise
- Talks around topics such as eating well, lifestyle, immunisation, health screening and looking after our mental health
- One to one support which can range from brief intervention behaviour change, digital support to access online services, malnutrition screening and keeping in touch

KEY STATISTICS:

220 clients supported

151 digital clients

202 virtual events

4993 attendance at virtual events

677 One-to-one contacts

46 health promotion talks delivered online

"Prior to joining Healthier Lifestyles classes I wasn't getting dressed and just slopping about and now I get up get dressed and put my face on to start Zoom. It certainly has made a tremendous difference to my mental health and my whole attitude to life and how to cope with the virus."

During 2020/21 the service has been delivered through a combination of online classes and telephone support, ensuring those who are digitally connected had access to the sessions, and those who were unable to connect online still had regular contact and encouragement.

Online sessions include chair-based exercise, strength and balance sessions and Tai Chi. We also introduced a new Healthy Joints programme, supporting people who are living with osteoarthritis to reduce their pain through specific exercises.

In addition, the service also launched a weekly reading club in association with The Reader, a national charity bringing people together and books to life – this service is offered to complement the exercise sessions and provide a wider range of support.

Happy & Healthy

Our Healthy & Happy service provides two Extra Care Sheltered Housing schemes with regular exercise and health checks to encourage residents to lead a healthy lifestyle. As the pandemic started, we were unable to continue in-person as before, instead moving to sessions on Zoom, delivered on the big screen in the communal areas.

Over the past year the project has been agile in responding to the changing Government guidelines, moving from virtual to physical sessions as needed. At the end of March 2021, we were pleased to be able to return to deliver the service face-to-face, albeit with a restriction on numbers and with risk assessment procedures in place.

Despite the challenging nature of this project over the past year we know from feedback that the residents who attend value the service now more than ever, as access to services and activities has provide difficult during the pandemic.

KEY STATISTICS:

2 Extra Care Sheltered Housing schemes supported

36 sessions delivered (mix of virtual and physical)

143 attendances

42 handmade Christmas cards made for residents by local schools

Men's Exercise: Just4Men

Just 4 Men is an initiative we run in partnership with Movementherapy, to deliver exercise solely to men in Croydon. The groups are on a relatively smaller scale and run by a specialist instructor who is able to guide and support clients with various health conditions.

Due to cost-savings made from venue hire, during the pandemic we have been able to offer two classes per week to clients instead of just one on Zoom. We have also supported some men who are digitally isolated through one-to-one contact by keeping in touch and engaging them to stay active and make healthy choices.

KEY STATISTICS:

70 virtual sessions

573 attendances

284 One-to-one contacts

"Great service and very well supported by the team. I felt 'heard' and thus reassured. Thank you everyone. I am very grateful.

Less isolated and lonely

BRINGING PEOPLE TOGETHER

GREATER ACCESS TO HEALTH AND WELLBEING

ARRANGING COMMUNITY EVENTS

BRINGING OUR SERVICES TO CLIENTS

Befriending

KEY STATISTICS

88 referrals

41 matches

34 volunteers recruited

18 awaiting a match but receiving calls

91% clients reported positively benefitting from service

Our Befriending service matches volunteer Befrienders with older adults in Croydon who would benefit from regular visits. Additionally, it supports members of our Memory Tree Café between sessions and offers respite for their carers. All our face-to-face visits came to a halt in March 2020 so in response to the pandemic, we shifted our focus to supporting individuals over the phone and Zoom, where possible. When the guidance allowed, some visits were held with clients who are unable to communicate well using the other methods.

At the start of the first lockdown in April 2020, we partnered with CVA to develop Companion Call Line. Age UK Croydon referred clients in need of Befriending support and CVA provided trained volunteers. During that time we were supporting our Befriending clients, but also helping to run our Food and Essentials Hub. We were then able to transition our service into fully remote support.

To meet the growing need of adults experiencing feelings of isolation and loneliness, we expanded our referrals from solely our Personal Independence Coordinator service to the whole organisation – ASC, Healthier Lifestyles, PSP and Reablement. In lieu of weekly visits, volunteers make telephone calls to chat with their clients and see how they are coping.

In addition to the calls, volunteers and the Befriending Coordinator shared vital information for other Age UK Croydon services and information, and also links to other local services. In addition to providing a chance to chat and break the monotony of lockdown, our volunteers offered the assurance that support was available to them.

Memory Tree Café

KEY STATISTICS

93 clients supported

52 MTC clients accessing virtual sessions

54 MTC virtual sessions delivered

681 attendances at MTC virtual sessions

3 virtual Dementia carer sessions

467 one-to-one client contacts made

135 Dementia friendly activities posted to clients including crosswords and theraputic colouring

Our Memory Tree Café is a safe, welcoming place for people living with dementia and their carers. It provides a vital lifeline for people to come together, talk, share experiences and feel part of a network of people living with similar challenges. We run a weekly mid-week session, a bi-monthly weekend session and a monthly session specifically for carers.

Our weekly café was suspended in March 2020, at the start of the pandemic. During March and April, we kept in touch with all our clients over the phone, making sure they continued to feel supported. During that time, we gathered information around people's willingness and ability to access Zoom for virtual sessions and the response was very positive.

By May 2020 we had re-established our weekly café online and with the support of Tech Befriender volunteers. We helped previously non-digital users to access the cafés and this has played an important role in our service and will continue to do so.

Memory Tree Cafè

We then started the bi-monthly Saturday café providing additional social interaction for those who could only have support to get online from family at the weekend. We continue to provide support and access to stimulating resources to non-digital clients by phone and post.

We will continue to offer a blended programme of online and face-to-face sessions in the community post-pandemic which will provide more flexibility and accessibility to current and future clients.

> *"We are both enjoying the virtual session very, very much because we can stay at home and attend the zoom session at this time especially for my husband. I can see the improvement of my husband in his daily life. Many thanks for all the Healthier Lifestyles team at Age UK Croydon to do this service. All the team members are very kind-hearted and very helpful.*

Brigstock Road Community Hub

In March 2020, we closed our community hub in Thornton Heath in line with the Government social distancing guidelines. This has had a detrimental impact on the local people, contributing to the feeling of isolation for those clients that used our activities to socialise.

It has also had a significant impact on our organisation, resulting in staff redundancies and a loss of unrestricted income with which to develop other much-needed services. However we have used the time constructively and are pressing ahead with plans to redevelop the community hall and office space to continue to support the older people of Croydon.

We are currently undertaking a feasibility study to ensure we are able to raise the funds required to deliver such a large-scale capital project.

We are confident we have the skills and tools in place and hope to begin community consultation work over the next two years.

We want to redevelop our community hall and office space, so that we can:

- Create a fit-for-purpose community hall from which we can support the health and wellbeing of local older people, and the wider community
- Develop a café space attached to our garden where the community can socialise
- Create an office space for staff that enables the team to collaborate and feel valued
- Realise additional savings, as we will be able to house our entire team in our own premises, releasing us from an existing annual rental liability and allowing us to divert that money into service development
- Encourage partner organisations to offer their activities and services from our facility, creating a focal community space

Greater access to information and services

EMPOWERED TO MAKE DECISIONS

PROVIDING SERVICES IN THE HOME

ACCESS TO ONLINE INFORMATION

ACCESS TO AFFORDABLE SERVICES

The Advice Services Croydon (ASC) Service

Advice Services Croydon works borough-wide to provide access to free, impartial information and advice. During the pandemic, our helpline has provided a very valuable resource to so many, helping people navigate the complex and ever-changing range of local services, which can often be a barrier for people accessing the support they need.

At the start of the pandemic, other teams with the organisation added their support to the helpdesk, providing additional call handlers to effectively triage calls and support with enquiries. Over the year, the call numbers have remained higher than usual, but reduced to a manageable level for the team, allowing others to return to their own role.

We are now offering clients the opportunity to meet online or over the phone to conduct appointments and support with paperwork, where face-to-face meetings have not been possible. The team have access to our Tech Befrienders offering additional support to clients to get online, to enable them to have their ASC appointment virtually.

KEY STATISTICS

7,447 calls to helpline

6,246 advice enquiries

5,216 individual clients we supported

£146,290 Benefits raised

We are keen to return to the Locality delivery model with drop-ins and appointments in community settings and as part of the integrated community network. Alongside a return to home visits we can increase the accessibility to the service for older residents.

We are leading the exploration and co-design of a broader information and advice service, linking up with other organisations to consider ways to work together that will provide a more seamless service to our clients. We are investigating how we can implement a robust referral process, a single helpline number and a joint but seamless offer to the residents of Croydon.

Greater independence

INCREASING PEOPLE'S MOBILITY

FEEL GREATER CONTROL OVER THEIR LIVES

REDUCING THE RISK OF FALLS

INCREASING FINANCIAL INDEPENDENCE

The Personal Independence Coordinator (PIC) Service

The Personal Independence Coordinator (PIC) service works with people who often have a complex range of support needs, to help them regain their independence and live the life they want. We provide a critical link between formal health and social care services and the wider community support networks, helping people feel more in control of their own health and wellbeing.

As a partner in the One Croydon Alliance, we are at the heart of the Integrated Community Network plus (ICN+), which is a major programme of transformation and integration that will improve outcomes for Croydon people. It will focus on prevention and proactive care, unlock the power of communities and put services back into the heart of the community.

Colleagues from health, social care and the Voluntary and Community sector will work in integrated locality teams. The PIC service has been an integral member of this integrated team throughout the early adopter programme.

At the start of the pandemic home visits were suspended while we reviewed the Government guidance and had a robust process in place including procuring PPE and conducting risk assessments.

During this time, we continued to support clients over the phone, and connected with some clients online. We also diverted some staff to assist with our ASC Helpline, which was receiving an unprecedented number of calls, providing triage assistance to the ASC Team and making sure we were able to speak to everyone that called.

We changed attendance at our regular multidisciplinary team meetings at GP surgeries to online meetings, reducing travel time, and increasing our ability to support PIC clients, and work with our health and social care colleagues. In June 2020 we resumed home visits to those people where there was a barrier to being supported remotely.

"The PIC service has given me so much more confidence and done so much for me. Since the PIC and Support Worker have helped me, things have fallen into place and there has been someone there to listen to me and take off much of the stress and the worries of moving home and Covid anxieties.

KEY STATISTICS

607 people supported by the service

99.6% people who achieved at least one goal

1,382 goals achieved

98% clients reporting an improvement on mental wellbeing scale post PIC intervention

100% Friends and Family test report percentage who would recommend or strongly recommend the service

Under 50 PIC Pilot

The Under 50 Personal Independence Coordinator service was initially introduced as a 12-month pilot in November 2019 to test out the Personal Independence Coordinator service model working with a younger age group with complex needs, who are either frequent attenders at hospital or GPs. We engaged through Talking Points as part of the ICN+ Early adopter site to accept referrals to the service as well as engaging in the weekly multi-disciplinary team meetings.

Due to COVID-19 and the challenges with engaging with people without face-to-face engagement, the pilot is now extended to end July 2021 to enable the proof of concept to be fully measured. Despite the pandemic 16 people with complex needs were positively supported for 12 – 16 weeks each.

"Finally, someone heard me, someone listened. You have made a huge difference."

"It got me out of a ditch and back on the right path."

Reablement

The Reablement Link service closed at the end of March 2021 due to funding constraints. The service supported the One Croydon Alliance's LIFE team (Living Independently for Everyone), aiding clients in the community post hospital discharge. This included support to enable people to continue living independently and working with them to identify goals that would improve their health and wellbeing including reduced isolation and loneliness. Reablement supported 106 clients during the 2020/21.

"The team have been a great help. They spent time talking to us and finding out about the help we need and produced a detailed description of our days. We would not have received any additional help if they hadn't filled out the forms."

The Personal Safety & Falls Prevention Service

Despite the challenges of the year, our Personal Safety and Falls Prevention service continued to support clients in their homes throughout the pandemic. Sourcing PPE and ensuring thorough risk assessments, the team were able to continue to make home visits, helping older people who have fallen, or are at risk of falling, by identifying and reducing hazards in the home.

The Personal Safety and Falls Prevention service has a robust approach to client feedback, regularly gathering views and opinions from the people they support. Almost 95% of clients said they were satisfied with the service, and 95% said they were less afraid of falling at home, and more confident about home safety. In addition, almost 84% of clients have reported no further falls since the team visited them.

KEY STATISTICS

- **339** risk assessments carried out
- **1,088** follow ups (visits/phone calls/emails)
- **284** falls pre-intervention
- **69** falls post-intervention
- **100%** Friends and Family test report percentage who would recommend or strongly recommend the service

"The aids and adaptations are exceedingly helpful. It's hard to describe the difference the extra rails have made – the additional rail over the bath has completely transformed the experience of using it for my wife.

04 Volunteering

What we've achieved in volunteering

Our Volunteer Programme was greatly affected by the onset of the pandemic, as almost half of our volunteers were unable to continue engaging in their regular roles. Most of our volunteers' interactions are with clients and in the office supporting with activities and providing admin support.

With the abrupt shift to home working and remote activities, it was a real disruption to how we normally work. However, there was an unprecedented outpouring of support, not only from our volunteers, but from the wider community as well, as we were overwhelmed with enquiries, applications, and emails from individuals offering their time and skills to support older people in Croydon.

We created new roles throughout the different lockdowns, our Food and Essentials Hub volunteers were the first, as we created an emergency delivery service of food, hygiene products, and also reassurance that support was available for anyone who needed it.

Our Tech Befriending volunteers have helped support clients to get connected and get online, allowing them to access activities and services, but also be able to communicate with friends and family.

KEY STATISTICS

- **91** active volunteers
- **3,310** hours of volunteering
- **94%** would recommend volunteering with Age UK Croydon to their family and friends
- **90%** satisfied or very satisfied with their volunteering experience
- **97%** are proud to be an Age UK Croydon volunteer

During the holiday season, our Festive Events volunteers led and coordinated two weeks of online dance and percussion lessons, bake-along sessions, and informative talks about the local area. Behind the scenes a project volunteer helped the organisation upgrade our IT and equipment to enable us to adapt to our new remote working methods.

Throughout this past year, our volunteers have stood at the ready – volunteering when they could, sharing our resources with friends and neighbours, fundraising for us, and supporting us, and for all of that and more, we are ever so grateful. While technology has allowed us to keep in touch with our volunteers, we look forward to re-engaging our team and delivering much needed support throughout Croydon.

"The teams support and being there to be listened to is much appreciated in this Learning Journey that I have ventured into. It gives me pleasure, satisfaction and meaningfulness to make a difference in people's lives and support them to achieve their milestones."

- Laura

"It's a truly humbling experience to volunteer for you guys. As I said before you have all made us feel so welcome and valued from day one. More important the important work you are doing for the community and just being allowed to be part of that I'll never forget."

- Max

"I just wanted to say thank you for giving me the opportunity to help host some of the events! It was a really cool new experience and I actually learnt a lot. It really helped build my confidence too!"

- Punniya

The future of volunteering

Successful implementation of our Volunteer Strategy for 2021/22 could potentially see our volunteer team double in size. Our aim is to ensure that volunteers are woven into the fabric of the organisation: by working more closely alongside staff, inputting into the design and evolution of services, and leading our various activities and services, in addition to functioning in admin and technical support.

From clients to volunteers

By encouraging clients to become volunteers, clients will have opportunities to support others with similar needs and experiences. Since they have benefitted themselves from our services, they can provide guidance and help to other clients navigating our services. We have already found that roles such as Gardeners and Befrienders are attractive to clients looking to engage more in a flexible manner and interact with peers.

Student volunteers

By engaging students of various ages, we can encourage more intergenerational interaction while also providing opportunities for newly qualified and trainees interested in supporting older adults in a health and social care setting. These types of volunteers can have a big impact, even if they join for shorter periods of time, but can continue to volunteer after they've met their requirements.

Wider community

By making Age UK Croydon an easily accessible organisation, we can encourage a broad range of individuals from the local community, included skilled volunteers providing specialised support, individuals looking to develop skills to enter the workforce, and individuals looking to share their time and energy in a fulfilling role.

Changing demographics of volunteers

We saw a new type of volunteer joining our team during the first lockdown: younger individuals with professional backgrounds: Tech Befrienders from eBay, Food Hub volunteers, and short-term volunteers with backgrounds in areas such as project management and PR.

Due to a shift in the traditional working pattern, more people working from home, and also those either furloughed or made redundant, more individuals were able to volunteer during normal business hours, including during their lunch breaks.

The success of projects such as our Festive Events calendar has shown that more casual, short term volunteers can be utilised effectively. While we hope for a return to more normal life in 2021, the effects of Covid-19 on individuals' livelihoods and skills will certainly still be felt.

Variety and flexibility of volunteering roles

As we continue to live with Covid-19 and ongoing lockdowns, we will need to maintain our flexibility in our roles and engagement with volunteers. This includes making the application process quick and efficient, which we have already done by offering simplified forms for applicable roles. We have also received enquiries and applications from residents of other parts of London and the country, and while we will focus on local support, there is nothing to stop us from expanding our reach and finding appropriate volunteers.

With clear targets of volunteer need, the Volunteering Programme will ensure that efficiency is maximised by providing a wide range of support to an ever-growing number of older people and providing needed admin and clerical support for staff. These types of roles allow individuals to develop practical skills, while also having tangible positive impacts on the people they are supporting.

Wider integration into the organisation

As we grow and develop the volunteer team, we will ensure their efforts are recognised and valued by sharing the same communications and training opportunities as our staff. We will develop individuals' skills, creating suitable candidates who are encouraged to apply for paid roles, keeping those talents within the organisation. As the volunteer team grows, so will their influence within the organisation. We hope to engage volunteers in developing new peer-led training and support roles and influencing new and existing services.

External partnerships

We have developed new external relationships and strengthened existing ones, and that will continue into 2021. Organisations such as CVA, GoodGym, and Befriending Networks, provide support, training opportunities, guidance, and even volunteers, and by working even more closely, we can enhance our visibility and reputation throughout the borough. We have already seen different examples of the type of impact professional volunteers have, including developing tech skills, but that can also support the need to find and be successful in new funding opportunities.

✓ **Tech Befriender**	supporting people to get online to access activities
✓ **Befriender**	providing in-person/telephone support to those feeling isolated
✓ **Food & Essentials hub**	delivering emergency parcels of food and hygiene essentials during lockdown
✓ **Festive events**	coordinating and running a suite of remote activities during the festive season
✓ **Garden volunteers**	maintaining our garden, and ensuring it's ready to be reopened
✓ **ASC Volunteers**	providing invaluable information and advice to callers from all over the borough
✓ **Lend-a-hand**	supporting our services by providing one-off practical tasks and longer term support
✓ **Project volunteers**	leading and managing short term IT project
✓ **Virtual activities**	supporting the transition of our activities to a virtual platform
✓ **Administration**	ensuring our services have the needed support to operate smoothly
✓ **Communications**	managing our social media channels and making sure our messages are spread

More of our roles can be done from home, during times and days that suit the volunteer. We will also empower volunteers to lead sessions on our behalf, including on weekends, where we previously were unable to.

05

Governance review

Good Governance is fundamental to our success. It enables and supports our obligations to deliver compliance both with the Law and with regulatory bodies. **Good Governance promotes a culture in which everything works towards fulfilling our vision of a Croydon where everyone can love later life.**

Good governance

Age UK Croydon's governing document, the Articles of Association by which we are controlled, is a deed of trust which constitutes a company, limited by guarantee as defined by the Companies Act 2006. Directors are nominated, selected and appointed from the general public on the basis of the contribution they will make to the governance of the organisation and the skills they will contribute to the management of Age UK Croydon. The Board has appointed a Governance and Nominations Committee to manage the recruitment, approval and removal process and to report to the full Board. Members include: R Broad, V Emmanuel, S Nicklin, B Scanlan (Chair) and A Shillabeer.

None of the trustees has any beneficial interest in the company and each trustee discloses any potential conflicts of interest for decision and recusal from relevant decisions.

The financial year 2020-2021 required us to draw upon our governance experience and approach like no other year before. The unprecedented environment that affected us all meant that from our Board of Trustees to our newest recruit we needed to adapt our approach to support, enable, empower, and deliver our services without compromise to quality, all whilst learning to work and live through a time of great uncertainty, risk and challenge in order to meet the needs of the local community.

Quality

Throughout the year, maintaining the quality of our services and outcomes was critical. This was especially evident in our Leadership approach and decision-making, control, and risk management. We ensured a Covid-safe approach met the compliance requirements at every stage of lockdown whilst working collaboratively with our external partners across the community to adapt to a blended service delivery. At every stage of the journey, we engaged staff, volunteers, and partners to ensure we listened and responded to the emerging needs of our beneficiaries whilst maintaining high quality standards.

Board performance

We continue to strengthen the Board, with our Trustees' skills covering a broad spectrum of areas from finance to digital. Perhaps most importantly this year, we have engaged an external consultancy to undertake our second Governance Review and board evaluation, which will help highlight opportunities for future development and improvement to further strengthen the organisation. Our first Governance Review was carried out three years ago, and this follow-up exercise is further evidence of the importance we place on Good Governance and Quality.

The responsibility placed on the Board is not taken lightly and Trustees continue to focus on strategy, performance, and assurance. As an effective Board we monitor the Charity's performance using both committee structure and that of full board discussions to scrutinise performance. We look at the needs of older people, our local community profile, both the internal and external context of the organisation and the sustainability of the organisation mapped to our Five Year Strategy 2018 - 2023. The responsibility placed on the Board as Duty Holders under the Health and Safety at Work Act continues to be necessary to highlight and prioritise. We are fully committed to the health, safety and wellbeing of our employees, volunteers and clients, underpinned by our core values.

Management

Guided by the Charity's Articles of Association, Age UK Croydon's strategic direction is set by the Board, in consultation with the CEO and senior leadership team. The CEO, supported by the senior leadership team, has direct responsibility for strategy implementation via the organisation's core functions and its services.

The senior leadership team makes decisions on operational issues and reports to Board subcommittees on strategic issues. Each service is also supported on a day-to-day basis by managers, team leaders and officers.

We remain committed to safeguarding vulnerable adults and with our appointed Safeguarding lead we strive to ensure a safer culture is embedded. During this year we have delivered safeguarding training to our team across all levels and project areas including our volunteers and Trustees.

Risk management

The Board of Trustees continue to assess the major risks to which the charity is exposed, and in this reporting year, the risks were similar to those identified in last year's Annual Report:

- **Loss of unrestricted income** – this continues to be a risk factor, as our trading activities ceased due to the pandemic, and Trustees took the difficult decision not to restart these in the foreseeable future. In the next financial year, we intend to significantly increase our fundraising activity through applications to funds and grants, and through a comprehensive programme of community fundraising, that will help us to achieve our targets for the redevelopment of Brigstock Road and beyond.
- **Possible loss of restricted income** – this remains a risk as funders suffer the after-effects of the pandemic which may lead to a need to reduce spend, coupled with the financial difficulties currently being faced by Croydon Council, one of our principal funders. We continue to work closely with all our funders to ensure we build strong, collaborative relationships, showcasing successful outcomes and proving our value.
- **Ability to deliver new services to satisfy emerging needs** – our ability to listen to our clients and respond to their evolving needs will continue to be key in mitigating this risk. Keeping clients at the centre of what we do remains a focus for us, and working alongside like-minded partners will be key to developing future services that meet demand whilst managing efficiencies. This has required us to find new ways of reaching our beneficiaries to ensure that we do this in a way which is safe for both them and our staff. The investment in our IT infrastructure has been instrumental in allowing us to embrace such new ways of working.

As a Board and Senior Leadership Team, we continue to work together to prioritise risk management to ensure we have appropriate mitigating activities in place and respond accordingly, as highlighted in the section in this report: Our challenges and how we are overcoming them.

Trade payable disclosure

Age UK Croydon's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Codes (copies are available from the CBI, Centre Point, 103 New Oxford Street, London, WC1A 1DU).

Our current policy concerning the payment of trade creditors is to:

- Settle the terms of payments with suppliers when agreeing the terms of each transaction
- Ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- Pay in accordance with the company's contractual and other legal obligations

Our funders

Age UK Croydon would like to thank its funders for the year ended 31 March 2021.

- **Age UK**
- **Age UK London**
- **Anonymous donor via Charities Aid Foundation**
- **City Bridge Trust – through the London Funders scheme**
- **London Borough of Croydon**
- **Ministry of Housing, Communities & Local Government**
- **NHS Croydon / The Croydon Clinical Commissioning Group**
- **The Mercers' Company**
- **One Croydon Alliance**

Donations

We would like to thank all donors for their generous donations, in particular:

- **Croydon Relief in Need who funded two of our clients in extreme need**

Special Thanks

Thanks to Urszula Soltys Photography for some of the images used in this report.

Memberships and partnerships

Age UK Croydon is a brand partner within the Age UK national network, whose aim is to ensure that Age UK Croydon benefits from the strength and support of a larger network, while remaining able to operate effectively as a local, independent charity.

The partnership enables Age UK to achieve a broader reach for its brand, whilst maintaining the ability to deliver locality-specific services. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. Age UK Croydon has formed partnerships and has memberships with several organisations in order to support and further our work across the community.

Memberships

Our memberships offer Age UK Croydon a valuable source of up-to-date information, peer support and best practice guidelines, as well as confirmation and assurance that we follow our statutory obligations.

Association of Chairs: provides support, development and resources to ensure good governance at Board level.

Association of Chief Executives of Voluntary Organisations: accesses information about the sector, connecting with other leaders and attending workshops and conferences. This enables us to share our own knowledge with others and for us to be connect to this network across the UK.

Association of Volunteer Managers: membership body for people in volunteer management which we use to gain industry insights, trends and best practice to improve our volunteering service.

Befriending Networks: provides support, training and guidance to befriending projects, giving us access to workshops and benchmarking opportunities to validate our processes.

Croydon Dementia Action Alliance: we have a seat at the table to lead and influence decisions within Croydon, to develop Croydon as a dementia-friendly borough.

Croydon Safeguarding Adults Board: as members of the Board, we make contribute to strategic decision making in response to national and local policy developments and in accordance with the 'Care Act 2014'.

Institute of Money Advisers: gives us valuable information and legislative guidance on improving our standards of advice, by championing professionalism and good practice and regulating compliance with the Professional Code of Conduct.

National Council for Voluntary Organisations: champions the voluntary sector by connecting, representing and supporting voluntary organisations, giving us access to cutting-edge research, training and best practice, as well as providing opportunities to network with likeminded organisations.

SAFE CIC: gives direct access to toolkits and training on all aspects of safeguarding including a range of resources designed for trustees, managers and those who lead on safeguarding in their charities.

Partnerships

Our partnerships enable Age UK Croydon to provide streamlined, relevant, people-centred and holistic services that form strong connections with other likeminded organisations, all looking to achieve similar outcomes for the people of Croydon. Partnerships help to harness the power of collaborative working, whilst reducing duplication across the sector. This list is not exhaustive, as Age UK Croydon strives to work with all relevant groups and organisations to better achieve its charitable purpose.

Age England Association: we are part of this membership association that represents local Age UKs and is able to influence Age UK National's local agenda.

Asian Resource Centre: infrastructure organisation for the Asian voluntary sector that enables us to be accessible to a broad range of communities.

BME Forum: we work together with this umbrella organisation for Croydon's Black and Minority Ethnic voluntary and community sector; by promoting each other's work to clients ensuring we reach as many older people as possible through our shared connections.

Clear Community Web: commissioned to create bespoke training for our staff and volunteer Tech Befrienders, Clear Community Web teach digital skills to older people, vulnerable adults, carers and the community groups that serve them.

Croydon Covid-19 Mutual Aid: a network of local mutual aid groups operating across Croydon, helping residents through the coronavirus pandemic by carrying out simple tasks like collecting shopping and medication, dog-walking, checking on neighbours and providing moral support.

Croydon Neighbourhood Care Association: an umbrella charity, working to meet the needs of isolated, vulnerable and frail people within the borough through which we promote our activities and events so they can be shared across the borough through other channels.

Croydon Vision and Disability Croydon: working together, our three organisations run Advice Services Croydon, which provides a range of information, advice and support services for people living in Croydon.

Croydon Voluntary Action: we are members of this umbrella organisation which provides leadership and support to community groups in Croydon. This allows us to influence the local agenda around older peoples' care, and ensures we are up-to-date with local issues, specialist training and funding opportunities.

One Croydon Alliance: a partnership between Croydon Health Services, Croydon Clinical Commissioning Group, South London & Maudsley NHS Trust, London Borough of Croydon, the Croydon GP Collaborative and Age UK Croydon. Focused initially on improving the health and wellbeing of older people in the borough, the Alliance now considers the health needs of all adults in the borough.

Working together across the alliance, the aim is to join-up the services available to offer integrated support that will help look after peoples' physical and mental health and wellbeing.

We would like to thank our partners for their continued commitment and readiness to work together to support people across the borough.

06
Financial review

As we began to see at the end of the 2019/20 financial year, progress against our Five Year Strategy was further disrupted not only by the coronavirus pandemic, but also by the financial turbulence caused by the Section 114 Notice issued in the autumn of 2020 by Croydon Council, one of our principal funders.

Despite both of these circumstances, we were reassured that our partners continued to support our contracts and grants for services, even though the work which was delivered against this income changed significantly as the borough re-deployed to meet the needs arising from Covid-19. We were also able to access a number of emergency funds set up specifically to address the crisis and undertook decisive and swift cost cutting measures, with the result that our financial position at the end of the year was much more stable than it might otherwise have been.

The reported surplus of £25,800 (including gains on investments) is better than the originally planned budget of £18,678. However, this seemingly unremarkable variance in such an unprecedented year masks a significant amount of unanticipated in-year activity. The onset of the pandemic resulted in the immediate loss of income from some of our services and the subsequent review of that impact indicated the risk of a large potential shortfall of £141,000 without remedial action.

As a result, the organisation began an immediate examination of all areas of expenditure, including a decision by the Trustees to keep our Brigstock Road premises closed for the full financial year. Ultimately, the Trustees also approved a major decision to permanently close the Help at Home service and reduce a number of other positions, with restructuring and redundancies taking place in Q2.

Staff employed delivering unaffected services or grant funded projects continued to work, including a small team who were redeployed on a temporary basis to support Croydon Council's work with vulnerable adults.

Lost income was replaced, to some extent, by a significant extra effort from the senior executive team to take advantage of the increased opportunities to attract emergency grant funding.

The overall impact for the organisation has therefore resulted in a stable financial position and a positive outlook. As at 31 March 2021 the charity's net assets were £1,043,165 and are discussed more fully below.

In this time of significant change, Age UK Croydon and Age UK Sutton also found time to explore whether working together would enable us to deliver more and better for local older people. While we have concluded that this remains a viable option, we have agreed that we will prioritise finding ways of collaborating more formally together, rather than undertaking a merger of our two organisations.

Trustees are also supporting the executive team to explore a major redevelopment of the charity's Brigstock Road property with the objective of providing a community and office space for staff and clients. This will help secure the charity's sustainability going forward.

Principal Sources of Income

Despite the pandemic, our total charitable income is still derived primarily from grants and contracts for services and in the year ending 31 March 2021 Age UK Croydon received income of £1,749,879 (2020: £1,824,868). Of this, £1,595,110 (2020: £1,490,086) is restricted and £154,769 (2020: £334,782) is unrestricted. During the year we also received £41,654 of government grants including amounts in respect of the Coronavirus Job Retention Scheme and local emergency grants and funding. Income from other trading activities decreased significantly to £44,514 (2020: £163,809) due to the permanent closure of our Help at Home service and the loss of rental income from Brigstock Road. Legacy and donations totalled £21,614, of which £5,867 were donations in kind (2020: £79,703 and £70,000 donation in kind).

Fundraising

During the year, we have not raised income from community fundraising and have not received any complaints in respect of such activity. We are not aware of any breach, material or otherwise, of any fundraising code or regulation and because community fundraising plays no material role in our income generation activity, we are not registered with the UK Fundraising Regulator. We do receive funds from grant-making institutions which are listed on page 32, alongside our thanks for their support.

Expenditure

In the year ending 31 March 2021 Age UK Croydon's expenditure was £1,736,031 (2020: £1,832,173), of which £1,556,042 was restricted (2020: £1,534,774) and £179,989 was unrestricted (2020: £297,399). This comprises overall savings of £96,142 on salary and associated premises and support costs following the closure of activities relating to the generation of unrestricted income. However, this includes an increase in legal HR advice of £15,440 to complete that exercise.

Significant increases in costs this year have been for costs of raising funds (2021: £7416, 2020: £216), representing our commitment to and investment in developing alternative methods of generating unrestricted income, following closure of our Help at Home services.

In order to enable staff to work more easily from home, the Trustees approved investment in an upgraded IT system £37,015 and ancillary IT support. Replacement of this hardware resulted in the net cost write-off of old IT equipment amounting to £10,226.

Covid-19 Response

As reported in our 19/20 Annual Report, Age UK Croydon was able to play a full part in the emergency response mounted by our statutory partners. As a result of this partnership and co-working ethos, we were able and continue to benefit from income received for our contracted services under the normal terms of existing contracts.

We do not have any retail activity, nor do we run events which might otherwise have been adversely impacted by the pandemic. We did not make use of the Government's CBIL Scheme.

We benefitted from the first wave of the Coronavirus Job Retention Scheme during the first six months of the pandemic, at which point we restructured our organisation to avoid any exposure to costs which were unable to be covered by self-generated income. We also benefitted from a number of emergency grants (listed on p32) which were used to support the community throughout 2020.

Remuneration Policy

Trustees are responsible for determining the salary of the Chief Executive Officer. All other salaries are benchmarked against the market from time to time. Trustees receive no remuneration other than their expenses.

Reserves and Going Concern

We have sufficient unrestricted reserves in place for the medium term and these are discussed in more detail below.

These accounts have been prepared during the 2020/21 financial year as the COVID-19 pandemic continues to affect the United Kingdom. The impact on Age UK Croydon has been significant, with the permanent closure of our trading activity. As a result, the Trustees agreed to invest in alternative fundraising activity and committed initial funds £7,200 to the development of this income stream. This is anticipated to not only offset the drop in trading income but also enable the redevelopment of the charity's property at Brigstock Road. Successful completion of this project will remove the need to lease office space, thereby improving the sustainability of the organisation in the future.

Our service provision continues to evolve as the country adapts to a post-pandemic environment and this is reflected in our Annual Report.

The Trustees and executive team continue to meet virtually on a regular basis and have adapted this to a business-as-usual position until such time permits face to face meetings. Forecasts have been prepared which provide comfort that the charity has sufficient reserves to continue to operate for at least twelve months from the date of signing the Balance Sheet, and a flexible and considered approach is being adopted.

Reserves

The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The Trustees consider that the charity should hold sufficient reserves for the following purposes:

- **Operating reserve to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.**
- **Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition.**
- **Opportunity reserve to fund new projects focused on developing new services.**

This year, the Trustees have approved the use of part of the Opportunity reserve to part fund the redevelopment of the Brigstock Road property. This will provide a modern and flexible community and office space, enabling staff and clients to come together on a daily basis for the first time and, ultimately, an increase in the amount of services being delivered.

The Board will review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

At the end of the year, the charity has £59,744 (2020 £92,052) in restricted funds and £983,421 (2020 £925,313) in unrestricted funds. However, a significant proportion of the unrestricted fund is held in the form of freehold property that is not readily available to fund short term service delivery. Of the unrestricted funds £443,432 are designated for specific purposes.

The designated unrestricted funds are:

Operating Reserve	**£230,000**
Building and Capital Asset Reserve	**£2,996**
Opportunity Reserve	**£210,436**

Statement of Directors' responsibilities

The Trustees (who are also directors of Age UK Croydon 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 Accounting 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 the income and expenditure of the charitable company for that period.

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

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

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

In so far as the Trustees are aware:

- **there is no relevant audit information of which the charitable company's auditor is unaware**

The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

Auditor Bryden Johnson Limited was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

Approved by the Trustees on 7 September 2021.

B Scanlan

Brenda Scanlan
Interim Chair

Independent auditors' report

Opinion

We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* **(United Kingdom Generally Accepted Accounting Practice).**

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- 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 Justice Defenders' ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other Information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors 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 trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

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

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. 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.

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.

Neil Johnson
(Senior statutory auditor)
Date: 7 September 2021
for and on behalf of Bryden Johnson Limited, Statutory Auditor, 1-4 Kings Parade, Lower Coombe Street, Croydon, CR0 1AA

Annual accounts

Statement of financial activities

For the year ended 31 March 2021 (incorporating an income and expenditure account)

	note	2021(£) UNRESTRICTED	RESTRICTED	TOTAL	2020(£) UNRESTRICTED	RESTRICTED	TOTAL
Income from							
Donations and legacies	3	21,614	-	21,614	149,703	-	**149,703**
Other trading activities	4	44, 514	-	44,514	163,809	-	**163,809**
Investments	6	-	-	-	69	-	**69**
Charitable activities	7	46,987	1,595,110	1,642,097	21,201	1,490,086	**1,511,287**
Government grants receivable	7	41, 654	-	41, 654	-	-	**-**
Total income		**154,769**	**1,595,110**	**1,749,879**	**334,782**	**1,490,086**	**1,824,868**
Expenditure on							
Raising funds	8	7,416	-	7,416	216	-	**216**
Charitable activities	8	172,573	1,556,042	1,728,615	297,183	1,534,774	**1,831,957**
Total expenditure		**179,989**	**1,556,042**	**1,736,031**	**297,399**	**1,534,774**	**1,832,173**
Net income (expenditure) for the year		(25,220)	39,070	13,850	37,383	(44,688)	**(7,305)**
Transfers between funds	20	71,378	(71,378)	-	-	-	**-**
Net income / (expenditure) before other recognised gains and losses		46,158	(32,308)	13,850	37,383	(44,688)	**(7,305)**
Net gains/(losses) on investments		11,950	-	11,950	-	-	**-**
Net movement in funds		**58,108**	**(32,308)**	**25,800**	**37,383**	**(44,688)**	**(7,305)**
Reconciliation of funds							
Total funds brought forward		**925,313**	**92,052**	**1,017,365**	**887,930**	**136,740**	**1,024,670**
Total funds carried forward		**983,421**	**59,744**	**1,043,165**	**925,313**	**92,052**	**1,017,365**

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.
Movements in funds are disclosed in Note 20 to the financial statements.

Balance sheet

As at 31 March 2021

	note	2021 (£)	2020 (£)
Fixed assets			
Tangible assets	15	535,992	516,080
Investments in Age UK Croydon Trading Ltd		100	100
Investment	16	112,110	100,160
Total fixed assets		**648,202**	**616,340**
Current assets			
Debtors	17	33,126	114,042
Cash at bank and in hand		599,511	392,102
Total current assets		**632,637**	**506,144**
Liabilities			
Creditors: amounts falling due within one year	18	237,674	105,119
Net current assets/ (liabilities)		**394,963**	**401,025**
Total assets less current liabilities		**1,043,165**	**1,017,365**
The funds of the charity	20		
Restricted income funds			
Hardship fund		19,854	19,854
Other funds		39,890	72,198
Total restricted funds		**59,744**	**92,052**
Unrestricted income funds			
Fair value reserves		14,126	2,176
Operating reserve		230,000	206,000
Building and capital asset reserve		2,996	15,373
Age UK Croydon Trading Ltd		-	5,046
General funds		525,863	516,094
Opportunity reserve		210,436	180,624
Total unrestricted funds		**983,421**	**925,313**
Total charity funds		**1,043,165**	**1,017,365**

Approved by the Trustees on 7 September 2021

Ms Brenda Scanlan
Interim Chair

and signed on their behalf by

Mr O Sauba
Treasurer

Statement of cashflows
For the year ended 31 March 2021

Reconciliation of net income/(expenditure) to net cash flow from operating activities	note	2021 (£)	2020 (£)
Net income / (expenditure) for the reporting period (as per the statement of financial activities)		25,800	(7,305)
Depreciation charges		6,877	5,165
(Gains)/losses on investments		(11,950)	545
Losses on fixed asset disposal		10,226	-
Dividends, interest and rent from investments		-	(69)
Decrease in debtors		80,916	227,771
Increase in creditors		132,555	3,622
		244,423	**229,729**
Cash flows from operating activities			
Net cash provided by operating activities		244,423	229,729
Cash flows from investing activities			
Purchase of fixed assets		(37,015)	(48,561)
Investment income		-	69
Net cash used in investing activities		(37,015)	(48,492)
Change in cash and cash equivalents in the year		**207,408**	**181,237**
Cash and cash equivalents at the beginning of the year		**392,102**	**210,937**
Cash and cash equivalents at the end of the year		**599,511**	**392,174**
Cash and cash equivalents consist of			
Cash at bank and in hand		599,511	392,102
Cash held within investments		136	72
Cash and cash equivalents at the end of the year		**599,647**	**392,174**

Analysis of cash and cash equivalents	AT 1 APRIL 2020 (£)	CASH FLOWS (£)	OTHER CHANGES (£)	AT 31 MARCH 2021 (£)
Cash at bank and in hand	392,174	207,408	65	599,647
Total cash and cash equivalents	**391,174**	**207,408**	**65**	**599,647**

Notes to the financial statements
For the year ended 31 March 2021

1. Accounting policies

a) Statutory information

Age UK Croydon is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address (and principal place of business) is 81 Brigstock Road, Thornton Heath, Surrey, CR7 7JH.

b) Basis of preparation

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 (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015) and the Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Cash donations are recognised on receipt. Other donations are recognised once the Charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

f) Government Grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grans will be received.
A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable.
A grant received before the recognition criteria are satisfied is recognised as a liability.

g) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report

for more information about their contribution. On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

h) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

i) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes. Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

j) Expenditure and irrecoverable VAT

Expenditure, including project payments, is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity associated with attracting voluntary income to finance its charitable objectives
- Expenditure on charitable activities includes all costs incurred by the centre in the delivery of its activities and services for its beneficiaries undertaken to further the purposes of the charity and their associated support costs
- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

k) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure. Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on a basis consistent with the use of resources. Support costs comprise central costs including salaries and other expenses necessary to support the centre's activities. Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

l) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

m) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computers, Fixtures and Fittings	20% reducing balance
Land and Buildings	Do not depreciate

Freehold land and assets are not depreciated on the basis that repairs expenditure is incurred to maintain the condition of the asset, which is at least equivalent to what depreciation would have been.

Although this accounting policy is in accordance with FRS 102, it is a departure from the general requirement of the Companies Act 2006 for all tangible assets to be depreciated. In the opinion of the Directors, compliance with the standard is necessary for the financial statements to give a true and fair view. Depreciation or amortisation is only one of many factors reflected in the annual valuation and the amount of this which might otherwise have been changed cannot be separately identified or quantified.

n) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

p) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

q) Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the Charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. Critical accounting estimates and judgements

In the application of the Charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

Such estimates are generally in relation to the allocation of pro bono income and expense, whereby the estimate is based on the value of the work to the charity. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. Income from donations & legacies

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020(£) UNRESTRICTED	RESTRICTED	TOTAL
Donations	13,547	-	**13,547**	17,390	-	**17,390**
Gifts in kind	5,867	-	**5,867**	70,000	-	**70,000**
Legacies	2,200	-	**2,200**	62,313	-	**62,313**
Total	**21,614**	**-**	**21,614**	**149,703**	**-**	**149,703**

4. Other activities including trading

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020(£) UNRESTRICTED	RESTRICTED	TOTAL
Help at Home	47,634	-	**47,634**	125,451	-	**125,451**
Brigstock Road Community Hub	(3,120)	-	**(3,120)**	14,327	-	**14,327**
Fundraising activities	-	-	**-**	24,031	-	**24,031**
Total	**44,514**	**-**	**44,514**	**163,809**	**-**	**163,809**

5. Net income/(expenditure) for the year. This is stated after charging (crediting)

	2021 (£)	2020(£)
Depreciation	6,877	5,165
Loss or profit on disposal of fixed assets	10,266	-
Auditors remuneration	6,180	6,180

6. Investment income

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020£) UNRESTRICTED	RESTRICTED	TOTAL
Interest and dividends	-	-	-	69	-	**69**
Total	**-**	**-**	**-**	**69**	**-**	**69**

7. Income from charitable activities

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020 (£) UNRESTRICTED	RESTRICTED	TOTAL
Healthier Lifestyles	-	193,295	**193,295**	-	140,828	**140,828**
Grants from Age UK	21,363	-	**21,363**	24,187	-	**24,187**
Digital Inclusion	12,000	28,073	**40,073**	-	**-**	**-**
Personal Independence Coordinators	-	972,440	**972,440**	-	957,072	**957,072**
Memory Tree Café	-	34,000	**34,000**	-	20,527	**20,527**
Befriending	-	39,810	**39,810**	-	34,167	**34,167**
Other income	13,623	-	**13,623**	(2,986)	10,000	**7,014**
Government grants receivable	41,654		**41,654**			
Information and Advice	-	327,492	**327,492**	-	327,492	**327,492**
Total income from charitable activities	**88,641**	**1,595,110**	**1,683,751**	**21,201**	**1,490,086**	**1,511,287**

8. Analysis of expenditure

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020 (£) UNRESTRICTED	RESTRICTED	TOTAL
Raising funds:						
Costs of fundraising	7,416	-	**7,416**	216	-	**216**
Total	**7,416**	**-**	**7,416**	**216**	**-**	**216**
Charitable activities						
Staff costs (Note 11)	107,814	1,284,545	**1,392,358**	27,619	1,422,216	**1,449,835**
Direct charitable expenses	42,360	80,046	**122,406**	21,193	112,558	**133,751**
Support costs (see Note 9)	10,635	158,245	**168,879**	220,201	-	**220,201**
Governance costs (see Note 10)	11,765	33,206	**44,971**	28,170	-	**28,170**
Total	**172,573**	**1,556,042**	**1,728,615**	**297,183**	**1,534,774**	**1,831,957**
Total expenditure	**179,989**	**1,556,042**	**1,736,031**	**297,399**	**1,534,774**	**1,832,173**

9. Support costs

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020 (£) UNRESTRICTED	RESTRICTED	TOTAL
IT support	2,988	44,462	**47,450**	40,616	-	**40,616**
Premises costs	954	14,190	**15,144**	29,925	-	**29,925**
Office costs	5,615	83,559	**89,174**	144,494	-	**144,494**
Depreciation	1,077	16,034	**17,112**	5,166	-	**5,166**
Total	**10,635**	**158,245**	**168,879**	**220,201**	**-**	**220,201**

10. Governance costs

	2021 (£) UNRESTRICTED	RESTRICTED	TOTAL	2020 (£) UNRESTRICTED	RESTRICTED	TOTAL
Auditors' remuneration	389	5,791	**6,180**	6,180	-	**6,180**
Other accountancy fees	358	5,321	**5,679**	11,608	-	**11,608**
Legal fees and professional fees	1,486	22,094	**23,580**	8,140	-	**8,140**
Other governance costs	9,532	-	**9,532**	2,242	-	**2,242**
Total	**11,765**	**33,206**	**44,971**	**28,170**	**-**	**28,170**

Total audit and accountancy fees charged by the auditor was £6180 inclusive of VAT for year ended 31 March 2021.

11. Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

	2021 (£)	2020 (£)
Salaries and wages	1,023,409	1,099,572
Salaries and wages (management)	204,059	196,019
Staff training, recruitment cost and others	19,816	27,619
Social security costs	103,897	85,992
Employer's contribution to defined contribution pension schemes	41,177	40,633
Total	**1,392,358**	**1,449,835**

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £204,059 (2020: £196,019). No employee earned more than £60,000 during the year (2020: nil). The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2020: nil). No charity trustee received payment for professional or other services supplied to the charity (2020: nil).

12. Staff numbers

The average number of employees and workers (headcount based upon number of staff employed and workers)

	2021	2020
Information and Advice	7	7
Personal Independence Coordinators	23	23
Help at Home	17	23
Brigstock Road Community Hub	2	4
Healthier Lifestyles	7	10
Governance and support	8	6
Volunteering	1	2
Memory Tree Café	2	1
Befriending	1	1
Total	**68**	**77**

13. Related party transactions

Aggregate donations from trustees were Nil (2020: nil). No trustees were reimbursed travel and subsistence expenses as trustees meet these expenses personally.

14. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

15. Tangible fixed assets

	Land & Buildings £	Fixtures & Fittings £	Computer Equipment £	Total £
Cost or valuation				
At the start of the year	489,976	9,996	97,570	597,542
Additions in year	-	-	37,015	37,015
Disposals in year	-	-	(84,776)	(84,776)
At the end of the year	**489,976**	**9,996**	**49,809**	**549,781**
Depreciation				
At the start of the year	-	1,266	80,196	**81,462**
Change for the year	-	1,746	5,131	**6,877**
Eliminated on disposal	-	-	(74,550)	**(74,550)**
At the end of the year	**-**	**3,012**	**10,777**	**13,789**
Net book value at the end of the year	**489,976**	**6,984**	**39,032**	**535,992**
Net book value at the start of the year	**489,976**	**8,730**	**17,374**	**516,080**

All of the above assets are used for charitable purposes.

16. Fixed asset investments - unlisted

	2021 (£)	2020 (£)
Market value brought forward of listed investment	100,088	100,603
Additions in year	-	-
Disposals at carrying value	-	-
Change in market value	11,886	(515)
Market value carried forward of listed investments	**111,974**	**100,088**
Investment cash	136	72
Investment portfolio market value and cash balance	**112,110**	**100,160**
Gains/(losses) on investments	-	-
Unrealised/Realised (from above)	11,950	(545)
Unrealised/Realised on disposal of fixed asset investments	**11,950**	**(545)**

17. Debtors

Trade debtors	28,193	83,563
Prepayments and accrued income	4,933	25,433
Amount due from group undertakings	-	5,046
At the end of the year	**33,126**	**114,042**

18. Creditors: Amounts falling due in less than one year

Trade creditors	14,002	10,778
Other taxation and social security	22,730	20,997
Other creditors	5,815	10,057
Accruals and deferred income	195,128	63,287
At the end of the year	**237,674**	**105,119**

19. Analysis of net assets between funds

	2021 (£)			2020 (£)		
	UNRESTRICTED	RESTRICTED	TOTAL	UNRESTRICTED	RESTRICTED	TOTAL
Fixed assets	648,202	-	**648,202**	616,340	-	**616,340**
Net current assets	335,219	59,744	**394,963**	308,973	92,052	**401,025**
Total	**983,421**	**59,744**	**1,043, 165**	**925,313**	**92,052**	**1,017,365**

Fixed asset investments are held at fair value with valuation obtained using closing mid market price with the exception of UK Government securities which are valued using the Gilt Edged Market Makers Association prices. With the exception of listed investments, all of the charity's financial instruments, both assets and liabilities, are measured at amortised cost. The carrying values of these are shown above and also in note 21.

20. Analysis of net movements in funds

	Total funds b/f as at 01 April 2020	Total incoming resources	Total resources expended	Gains/ (losses) on investments	Transfers between funds	Total funds c/f as at 31 March 2021
Restricted funds						
Hardship fund	19,854	-	-	-	-	19,854
Total hardship fund	**19,854**	**-**	**-**	**-**	**-**	**19,854**
Other restricted funds						
Information and Advice	-	327,492	(320,508)	-	-	6,984
Befriending	-	39,810	(39,810)	-	-	-
Personal Independence Coordinators	72,198	972,440	(1,013,505)	-	(6,305)	24,828
Healthier Lifestyles	-	129,795	(123,047)	-	-	6,748
Digital Inclusion	-	28,073	-	-	(28,073)	-
F&E Hub	-	37,000	-	-	(37,000)	-
Falls Prevention Service	-	60,500	(59,170)	-	-	1,330
Total other restricted funds	**72,198**	**1,595,110**	**(1,556,039)**		**(71,378)**	**39,890**
Total restricted funds	**92,052**	**1,595,110**	**(1,556,039)**		**(71,378)**	**59,744**
Unrestricted funds						
Age UK Grant income	-	21,363	(21,363)	-	-	-
Help at Home	-	51,377	(68,943)	-	17,566	-
Brigstock Road Community Hub	-	14,532	(14,532)	-	-	-
Digital Inclusion	-	12,000	(12,000)	-	-	-
Building and capital assets reserve	15,373	-	(12,377)	-	-	2,996
Operating reserve	206,000	-	-	-	24,000	230,000
Age UK Croydon Trading Ltd	5,046	-	(5,046)	-	-	-
Opportunity reserve	180,624	-	-	-	29,812	210,436
Fair value reserve	2,176	-	-	11,950	-	14,126
General fund	516,094	55,497	(45,728)	-	-	525,863
Total unrestricted funds	**925,313**	**154,769**	**(179,989)**	**11,950**	**71,378**	**983,421**
Total funds	**1,017,365**	**1,749,879**	**(1,736,028)**	**-**	**-**	**1,043,165**

20a. Analysis of net movements in funds (prior year figures)

	Total funds b/f as at 01 April 2019	Total incoming resources	Total resources expended	Gains/ (losses) on investments	Transfers between funds	Total funds c/f as at 31 March 2020
Restricted funds						
Hardship fund	20,090	-	(236)	-	-	19,854
Total restricted funds	**20,090**	**-**	**(236)**		**-**	**19,854**
Other restricted funds						
Information and Advice	-	327,492	(327,492)	-	-	-
Befriending	-	34,167	(34,167)	-	-	-
Memory Tree Cafe	-	20,528	(20,528)	-	-	-
Personal Independence Coordinators	96,309	957,072	(981,183)	-	-	72,198
Healthier Lifestyles	14,161	90,678	(104,838)	-	-	-
Brigstock Road Community Hub	-	10,149	(10,149)	-	-	-
Falls Prevention Service	6,180	50,000	(56,180)	-	-	-
Total other restricted funds	**116,650**	**1,490,086**	**(1,534,537)**	**-**	**-**	**72,198**
Total restricted funds	**136,740**	**1,490,086**	**(1,534,773)**	**-**	**-**	**92,052**
Unrestricted funds						
Grant income	-	25,532	(41,645)	16,113	-	-
Help at Home	-	125,513	(144,648)	19,135	-	-
Brigstock Road Community Hub	-	41,509	(67,301)	25,792	-	-
Building and capital assets reserve	29,000	38,000	(38,000)	(13,627)	-	15,373
Operating reserve	131,000	-	-	75,000	-	206,000
Age UK Croydon Trading Ltd	4,727	-	-	319	-	5,046
Opportunity reserve	248,244	72,313	(5,806)	(134,127)	-	180,624
Fair value reserve	2,176	-	-	-	-	2,176
General fund	472,783	31,916	-	11,395	-	516,094
Total unrestricted funds	**887,930**	**334,783**	**(297,400)**	**-**	**-**	**925,313**
Total funds	**1,024,670**	**1,824,869**	**(1,832,173)**	**-**	**-**	**1,017,365**

21. Description of funds

Purposes of restricted funds
The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- **Hardship fund** is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of unrestricted funds
Included in the unrestricted funds are the following designated reserves.

- **Operating reserve** held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- **Building and capital asset reserve** held to cover repairs not covered by insurance, improvement to capital assets of the organisation or to allow for necessary capital asset acquisition.
- **Opportunity reserve** held to fund new projects focused on developing new services. This reserve is created from legacy income received in prior years.

22. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	PROPERTY		EQUIPMENT	
	2021 (£)	2020 (£)	2021 (£)	2020 (£)
Less than one year	-	-	-	-
One to five years	90,985	128,635	-	-
	90,985	**128,635**	**-**	**-**

23. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

Charity information

Company number	**3921436**
Charity number	**1081013**
Registered and principal office	**81 Brigstock Road, Thornton Heath, CR7 7JH**
Country of registration	**England & Wales**
Country of incorporation	**United Kingdom**
Trustees	**Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:**

Ms D McCluskey	Chair – Resigned Feb 2021
Mr O Sauba	Treasurer Interim Chair (Appointed Mar 2021)
Ms B Scanlan	Interim Chair (Appointed Mar 2021)
Mr T PB Singh	Resigned Feb 2021
Mr A Shillabeer	
Mr V Emmanuel	
Ms S Nicklin	Vice Chair
Ms R Broad	
Ms K Nurcombe	
Ms O Khan	

Senior Leadership Team

Ms K Pierpoint	CEO, Joined Jun 2016 – Resigned Jan 2021
Mrs J Kyne	CEO (Interim), Feb 2020 – Feb 2021
Ms D McCluskey	CEO (Interim), Feb 2021 – Aug 2021
Mrs S Underhill	Programmes Director
Mrs R Liard	HR & Governance Director
Mrs N Naik	Finance Manager
Mrs J Dunbar	Communications Manager
Mr N Linney	Volunteer Programme Manager - Resigned Aug 2021

Bankers	**Co-operative Bank, PO Box 250, Delf House, Southway, Skelmersdale, WN8 6WT**
Auditor	**Bryden Johnson, 1 – 4 Kings Parade, Lower Coombe Street, Croydon, CR0 1AA**

Public Benefit Statement

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law, have pleasure in presenting their annual report together with the accounts for the year ended 31 March 2021 and confirm they comply with the requirements of the Charities Act 2011 and Companies Act 2006. The Board have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The Directors have given due regard to the Commission's guidance on public benefit and have concluded that our purposes satisfy both elements of the public benefit requirement. Specifically, that:

- the benefits from our purpose are evidenced by responding to the need of our beneficiaries, in particular London Borough of Croydon's recognition that the age of a population has an overwhelming influence on health and social care needs (Annual Public Health Report, 2017).
- any detriment or harm that results from the purpose (to people, property or the environment) does not outweigh the benefit, evidenced by our monitoring and evaluation processes which capture client feedback, including compliments, comments and complaints.
- our services are accessible to a sufficient section of the public, evidenced by service eligibility which where applied, targets accessibility to those most in need of the service. Our paid-for services offer a combination of competitive rates, subsidies, discounts and free options in order to avoid restriction of the service to those who can afford them.
- our services do not give rise to more than incidental personal benefit, evidenced by our service delivery plans and service contracts which have been designed to meet our charitable purpose.

Croydon ageUK

Find out more:

www.ageuk.org.uk/croydon

Contact us:

Phone: 020 8686 0066
Email: aukc@ageukcroydon.org.uk

@AgeUKCroydon