

COMPANY NUMBER: 03926026

CHARITY NUMBER: 1082658

AGE UK KENSINGTON AND CHELSEA

**TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

Age UK Kensington and Chelsea

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Age UK Kensington and Chelsea

REFERENCE AND ADMINISTRATIVE INFORMATION

Registered charity name	Age UK Kensington & Chelsea
Charity registration number	1082658
Company registration number	03926026
Principal and registered office	1 Thorpe Close, London, W10 5XL
Solicitors	Bates Wells, 10 Queen Street Place, London, EC4R 1BE
Bankers	Barclays Bank PLC, Scrubbs Lane, Leicestershire, LE87 2BB CAF Bank, King's Hill, West Malling, Kent ME19 4TA Scottish Widows Bank, PO Box 883, Leeds LS1 9TY
Auditor	Knox Cropper, 65/68 Leadenhall Street, London, EC3A 2AD

Trustees and Directors

The trustees who served the Charity during the year and up to the date of signing of this report were as follows:

Martin Pendry	Chair of the Board of Trustees (Resigned as Chair 29 March 2022) (Resigned as Trustee 13 December 2022)
Bob Empson	Chair of the Board of Trustees (Appointed as Chair 29 March 2022)
Ian Hill	Treasurer (Resigned 20 September 2022)
Henry Wrigley	Treasurer (Appointed 20 September 2022)
Pandora Wright	(Appointed 1 June 2023)
Kate Scally	
Christine Blewett	
Nicola Maguire	(Resigned 13 December 2022)
Sarah Fahy	
Charlene Booth	(Resigned 13 December 2022)
Nicole Kim	(Appointed 12 June 2023)
Sylvia Sinclair	(Appointed 24 July 2023)
Rebecca Harben	(Appointed 12 September 2023)

Company Secretary	Jess Millwood
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Management Team

The Senior Management Team who served the charity during the year and up to the date of signing this report were as follows:

Chief Executive	Jess Millwood
Director of Finance and Resources	James Lewis (Resigned 30 January 2023)
Director of Services	Rob Kelly (Resigned 19 April 2023)
Head of Fundraising	Debra Bollan
Head of Community Engagement	Anastasio Cabello
Head of Strategic Development	Michael Kings
Interim Director of Finance	Raakhi Patel (Appointed 4 November 2022)
Interim Director of Services	Helen Cylwik (Appointed 19 April 2023)
Head of Human Resources	Ciara Murphy

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

The Objectives of the Charity are:

To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the Royal Borough of Kensington & Chelsea.

At Age UK Kensington & Chelsea (AUKC) we know that older people have a wealth of experience and an important contribution to make. Our approach is to offer holistic support, centered around the person and developed according to their needs and wishes. Many older people enjoy volunteering with us, whilst others gain the support they need from a huge range of services. Our activities continue to be based on the local delivery of services reflecting the needs of our local community. The overall aim of the Charity is to improve the wellbeing of older people by offering a range of services which help at critical points when increasing age may bring challenges such as deteriorating health, loss of a partner or friends and decreasing income. We are supported by a fantastic team of committed and dedicated volunteers who continue to help support older people in the borough, or who provide additional support in the office.

Our services are comprehensive and provide help ranging from informal social and leisure activities to more practical assistance such as technical advice on claiming welfare benefits. Increasingly the NHS and government – both nationally and locally - are recognising the detrimental impact of isolation and loneliness on people's health and wellbeing, as well as the value of the voluntary sector in providing cost-effective services and support to combat loneliness and keep older people at the heart of the community.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's objectives and activities, and in planning future activities. It is the judgment of the Trustees that activities in pursuit of the above objectives fully meet the public benefit test, which they have kept in mind in developing any new programs for the Charity.

OVERVIEW OF SERVICES

Self-Care Project

In 2022-23 we completed the sixth year of the West London Clinical Commissioning Groups (WLCCG) 'Self-Care' scheme, working closely with Kensington and Chelsea Social Council (KCSC) and our Health and Social Prescribing Coordinators (HSPC) to provide self-care prevention and support services to older people with long term conditions. Under the Self-Care project we provide many services to promote independence and instill self-care: befriending, walking support, dementia support, information and advice and exercise support. This project continues to be embedded within My Care, My Way and clients can access this range of services directly through their dedicated Age UK HSPC.

Dementia Support Services

During the financial year 2022 – 2023 the impact of the Covid-19 pandemic continued to be felt by our clients living with dementia. At the start of the year clients and family carers remained concerned about the risk of infection and access to services. As the year progressed these concerns eased, and confidence returned. This was supported by the services we provide to enable independence, safety, and wellbeing.

To support our clients with accessing health and social care services we continue to work closely with HSPCs, Social Services, CMHTs, and hospital teams. To reduce feelings of loneliness and isolation we maintain and build new relationships with providers of art, cultural and sport activities both within Kensington and Chelsea and neighboring boroughs e.g. Resonate Arts, V&A, Wallace Collection, Octavia Foundation, Arts4Dementia. Our colleagues within Age UK Kensington & Chelsea also play a vital role in the support we provide to our clients, whether it be a benefit support, a request to escort to one of our Groups or take up a hobby again through activities and events.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

The Dementia Support Team works closely with the Dementia Adviser who makes referrals to us. We also refer clients to the Memory Café. Our contacts with other organisations have enabled us to deliver an exciting, varied and interesting range of outings during the year. The outings have included going to a Film Club run by the Liberal Jewish Synagogue, an escorted tour of the Wallace Collection, a visit to Chelsea Football Club, and a party to celebrate the Queen's Platinum Jubilee at the Chelsea Physic Garden. Our clients report that these outings are enjoyable and fun. It gives them the opportunity to meet up and have different types of experiences.

The team supported 54 people delivering 1226 sessions.

Maintenance Cognitive Stimulation Therapy (MCST)

Cognitive Stimulation Therapy (CST) is the only NICE approved non-medical evidence-based intervention for people living with dementia. The NHS provides a time-limited CST offer and MCST is a longer-term option. In June 2022 we were delighted to receive funding from Age UK National to be part of a pilot project providing MCST Groups. Five members of staff were trained to run the MCST sessions. We ran weekly groups in the North and South of the borough and these were greatly valued by the members and family carers. Members found the groups to be interactive and fun. It also provided space for people to discuss what it means to live with dementia and to support one another with encouragement and advice.

The team also uses elements of MCST as well as individualized activities as part of 1:1 Dementia work to help aid with cognition and memory.

To explain what MCST is to family carers and how they can use the techniques at home, the Senior Dementia Support Worker attended a Carers Group organised by our Health Promotions Co-Ordinator. We aim to continue to provide MCST in the future as part of our strategy to be a Centre of Excellence in Dementia.

We supported 15 clients in the group running 37 sessions.

The Dementia Advisory Service

The Dementia Adviser received 64 new referrals throughout 2022/23. These came from the Central and North West London (CNWL) NHS Memory Service, Community Mental Health Teams (CMHTs), My Care My Way (MCMW), GPs, families/carers and members of AUKC. The overall caseload was 111 active members.

The Memory Café

We welcomed 22 new members to the groups and supported a total of 36 clients. The Memory Café takes place the first Wednesday of every month at St Peter's church Notting Hill Gate attended by between 8 and 21 people living with Dementia their carers and family members. We call all members of café to remind them of the event. The Memory café in the South of the borough is held on the last Wednesday of the month, at the Chelsea Theatre Kings Rd usually attended by between 8 and 14 members. We provide a safe environment for people to discuss their lives, make new friends and enjoy peer support. We have visiting activity providers supporting people to experience new things. Among those visiting have been Holland Park Opera, the Science Museum, British Library and exercise sessions including Chair Yoga. Transport is also provided to enable people who face difficulties travelling to be included.

One client said "It was a great workshop, and I am very pleased to be part of it. Thank you very much, this is going to make a very good contribution to my life, and I am grateful to have been included".

We have a small regular team of volunteers who support the Dementia Adviser to deliver the sessions. We also partnered with the Chelsea football club foundation to provide a Memory café special at Stamford Bridge football club. This year we were very excited to work in partnership with the Age UK Activities and Events team and the Saatchi Art Gallery to provide a 12-week Art Program for people living with Dementia working alongside people without Dementia. We secured funding to provide transport for people with Dementia to attend. The program was extremely successful, and the culmination was an exhibition of members work in the gallery opened by the Mayor of Kensington and a book of Art. The Dementia Adviser continued to attend the Dementia Action Alliance contributing to making Kensington and Chelsea a dementia friendly borough.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Community Engagement

Exercise at Home and Walking Support

The service resumed for both exercise at home and walking support with there being a high demand for walking support sessions. Face to face sessions with clients and volunteers started for both services. Stretching classes were delivered online and have become popular amongst clients.

The two projects have supported 79 people during the year delivering a total of 743 sessions, of whom 37 have received 1-2-1 sessions and 42 people have attended the group sessions. The sessions have been both online as well as face-to-face at the WC+ studio at the Chelsea and Westminster Hospital. The other venue for the group sessions of chair-based exercise was the Chelsea Theatre, where the demand has been so high that the group had to be split in 2, in order to make it manageable.

Most of the referrals come from professionals such as GP's and HSPCs as well as self-referrals. Physiotherapists will also refer as a continuation of a client's rehabilitation post fall or hospital admission.

Exercise for the Mind

The service supports people with memory loss and dementia to have regular sessions of gentle exercise to help with their conditions.

The service has been delivered in centres such as Pepper Pot, where people meet regularly. Weekly sessions have been delivered at that centre and at two other venues in north Kensington - Miranda House and James Hill House. Contact with venues in Chelsea has been in place and we are aiming for sessions to be delivered in that part of the borough next year.

A total of 36 people were supported with a total of 86 sessions.

Befriending

Befriending continues to be one of our most popular services, matching volunteers with housebound or very isolated older people to provide regular companionship, with a very high number of referrals coming from partner agencies, individuals and families and internal referrals.

The number of clients receiving the service has been between 25-30 at any-one-time with a total number of 83 people supported during the year, including those one diverted to other services after assessment by the befriending service co-ordinator.

A very dedicated number of volunteers (average of 25 to 30) have been supporting this group of vulnerable clients, with their weekly visits.

Escorting

The Escorting Service supported people who continued to be affected from the pandemic during 2022-2023. Many of the regular clients who used the services for social tasks such as going to the hairdresser's or just for a local walk were still not fully confident in going out and a very substantial part of the requests were for medical appointments. Increased demand also centered around clients wishing to regain mobility, access social groups and activities or simply enjoy fresh air.

Working very closely with the Activities & Events team, some of the referrals made to the escorting (also befriending) clients have been connected to the program, providing an incentive to go out and about.

A total of 130 clients have been supported through the year, delivering 607 sessions, with the support of the team of volunteers.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Group Shopping Trips

The shopping service has carried on enabling people to have access to fresh food on a regular basis. Older people with mobility issues are collected by community transport to go together on a weekly shopping trip, supported by AUKC staff and volunteers.

During 2022-2023 the service has returned to its usual routine, but many of the clients are still struggling with some issues from the time of the Covid. We have been particularly concerned to see their physical increasing frailty and mental health issues.

A total of 32 unique local residents have been supported through the year to access fresh products such as milk, bread, fruit and vegetables, enabling them to have a more balanced diet. Clients also benefit hugely from the social interaction, many of them only going out when coming on the shopping trips. We ran 97 Group Shopping trips during the year.

Clients have been supported by staff and a very dedicated regular team of six volunteers.

During the year, we also provided a personal shopping and delivery service for people who are completely housebound and for whom the group shopping service is not suitable. A total of 23 unique local residents have benefited from the service, with the support of a member of staff and a team of 5 volunteers. An additional volunteer has joined the team whose role is to call clients on Mondays to get their shopping list. This has become another important additional "befriending service" for those people within the service.

Practical Help

This service has been providing that little extra help around the house with practical jobs from changing a light bulb or hanging curtains, to assembling a flat pack piece of furniture.

People are contacted within 10 days of receiving the enquiry, quite often within a couple of days. The service supported 121 people during 2022-23 with over 364 tasks delivered. Clients contact us because we are reliable and trustworthy, and we can give complete peace of mind to people that they are not at risk of being scammed.

Digital Inclusion Services

This year we hosted a range of Digital Inclusion projects to support older people develop their digital skills.

The Kensington and Chelsea and Westminster (KCW) Social Isolation project supports and enhances existing Older Adult Mental Health services provided by CNWL by providing targeted outreach support to vulnerable older people including those living alone who are known to be more likely to experience social isolation.

The support is person-centered and one to one, driven by what the older person wants to learn. For example, someone might need support in video calling, shopping online, use of email, social media, making video calls, browsing the internet, or even an online hobby. Referrals to the project are exclusively from the CNWL mental health team where they identify older people who might be interested in digital skills training to help overcome social isolation.

Twenty-eight clients were referred from the CNWL mental health team; 25 have received and are still receiving digital inclusion support; 3 were not interested in the service and have either declined the service or dropped out after a very short time after referral.

Vodafone Tablet Loan Schemes

Commissioned by Age UK National, the Tablet Loan Schemes provides digitally excluded older people with a tablet device and connectivity for a fixed period (6–8 weeks). The scheme aims to enable older people to discover the benefits that can be made to their lives through being online, learn how to use a tablet and make a more informed decision at the end of the loan period as to whether they would like to purchase their own device. We were granted 10 tablets, SIM cards, dongles and stylus pens under each scheme. Vodafone started in February 2022 continuing till August 2022, complementing the Curry's scheme from the previous year that ended in February 2022. The scheme was an opportunity to attract clients to other services, and to have devices that can be used for other projects.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

DigitAll project

In partnership with Open Age, Age UK Westminster, Age UK H&F and other local partners, we have been delivering one-to-one and group sessions with the support of staff and a small group of volunteers. Around 70 people have benefited from the service during 2020-2023 which will continue until the end of Oct 2023.

Activities & Events

The Activities & Events project is an umbrella project for a number of services which all aim to increase social connections and combat loneliness and isolation.

The activities are mainly led by volunteers. The team includes:

- 67 regular volunteers in addition to a member of staff when appropriate
- 3 tutors from partners organisations
- 11 internships
- 2 freelance paid tutors
- 18 corporate volunteers

Our volunteers play a key role in ensuring the quality and reach of our service. Over the year, they have provided remarkable support in every aspect of our activities and events, from leading activities via Zoom to providing administrative support for our staff.

Volunteers, in their diversity of age, experience, culture background and their involvement within communities, bring to our work a value that adds to our understanding of and response to older people's needs. Around 69% of the volunteers are under 25, adding a valuable intergenerational element to the project, helping to break barriers and stereotypes between 2 generations. Around 76% of volunteers are female, many of them local residents.

Intergenerational project

Our Intergenerational projects help people from different backgrounds and ages understand each other better. In bringing the generations together, older and young people share and learn new skills, experience how people from different groups can achieve together, and create positive links within the community.

- We created a steering group in October 2022 with students from Queen's Gate School. They give recommendations about our activities & events program, marketing, and volunteering. They have been very proactive in getting involved in some of the issues concerning older residents, such as transport. They always make sure that our service is 'inclusive' and 'diverse', achieving organisational goals and providing the best possible experience for all.
- Young volunteers from local schools lead activities and events every Friday. For example: Lunch Club, Bingo & Afternoon Tea, Language Café, Abba Party as part of International Women's Day, St Patrick's Celebration, Quiz, an afternoon with British Library, etc.

Activities, Events & Outings

The project has hugely supported over 55s local residents to prevent and combat isolation, by creating a raft of social interactions that go beyond merely the time people spent together during the activity. They have become friends and it is greatly reassuring for Age UK K&C, as provider of the service, that the impact of the activity goes far beyond expected. People exchange phone numbers, visit each other or support each other during times of illness or anxiety.

The wide range of activities provided gives the opportunity for people from different backgrounds to gain new skills in areas which traditional and culturally may fall out of their comfort zone, resulting in a very positive participation in those activities, such as Women's Walking Football, 70s Disco party or Flamenco dance.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Participants are more aware of the wide range of different ethnicity background in Kensington & Chelsea and enjoy and share the experience that comes with it and the interaction of different cultures and customs.

At the beginning of the year, the activity project saw some reluctance from clients to re-engage and a decrease in numbers. We had to increase the number of social and physical activities in September 2022 and review our marketing. We kept up with our communications to spark interest in our range of activities reintroducing our Activities and Events program, promoting our offer of new activities, a varied social calendar and healthy lunch club. A group of young volunteers and steering group reviewed and worked together to improve our publicity.

New activities have been created to address some of our clients' issues and those are hugely popular, reaching the highest levels of attendance. Especially well received are the Stretching session on Thursday afternoon at the CW plus Studio (Chelsea & Westminster Hospital) and walking football in partnership with Chelsea FC.

We provided over 158 different groups and events providing support to 393 unique individuals running 935 sessions in 2022-23 with 5850 attendances.

As part of our program of activities was restarted with more activities in person in April 2022 with a wide range of outings available including art exhibitions, concerts, and other places of interest in the borough such as Victoria & Albert Museum, Saatchi Gallery, Royal Albert Hall and Kensington Palace. Providing supported opportunities for older adults to remain active and explore the borough and beyond has been positive with increased levels of attendance.

We hosted new themed celebration including 70s disco party, Halloween, Valentines, St Patricks and Abba Party, that were very well received with a high number of participants.

Due to the large number of older residents attending our Valentine's Concert in 2022 and their feedback, we decided to move this event to HTB Onslow Square. Different community organisations helped us organise this event including Opera Holland Park, EARNT, Summerhill and Bishop, K&C Foundation and Arnold Clark LTD. We had over 320 guests and 54 volunteers who attended this event on Friday 10th February. We had amazing feedback from guests, volunteers and funders and we decided to have this event again at HTB Onslow in 2024.

Carnival Outing to Eastbourne

The Carnival outing to Eastbourne returned after not happening for the last 3 years due to the pandemic. RBKC commissioned again the outing for those people who live right on the route of the carnival parade and whose wellbeing is compromised and affected during the Bank Holiday Carnival Weekend.

Thirty-eight people took part in the outing to the Cavendish Hotel in Eastbourne, with the support of 4 members of staff.

People were really excited about being able to return to the seaside, away from the noise and busy streets during the days of the Notting Hill Carnival celebrations.

Health Promotion

Macular Support Group

Over the course of the year average attendance at the monthly Macular Support group grew from 5 to 13. This was a combination of people getting back to their regular activities after the pandemic and new members joining. At the face- to -face meeting, we have speakers from organisations that provide support and resources for people living with sight loss, for example Blind Aid and the RNIB. We have continued to have a monthly conference call for members, but participation has declined as people are able to get out and about. However, this continues to be important for members who are unable to attend meetings.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Health and Strength Support Groups

The support groups run for 10 weeks. Each session lasts 2 hours and consists of an hour of chair-based exercise followed by refreshments and a discussion related to health and wellbeing. There were 5 support groups held over the year working in collaboration with the following organizations:

- St Antonio Eritrean Women's group
- Persian Care
- the Spanish Centre
- Response Projects.
- Dadihye Somali group.

In addition, an on-line exercise program ran in Quarter 4. In total over 80 different individuals regularly attended these groups.

Health Talks

Health talks are given in the community to various community groups or in sheltered housing settings. There were 34 talks given over the last year to 13 different organizations on a wide range of topics including understanding blood pressure, the effect of the natural environment on our health and the health benefits and risks of coffee drinking. In addition, once a fortnight there was a telephone health discussion where participants read and discussed recent health- related articles that had appeared in the media.

Carers Project

The carers project is designed to provide informal carers with an opportunity for peer support as well as to provide them with information to support them in their caring role. Throughout the year there were monthly informal meet ups for carers, one in the north of the borough and one in the south. These meet ups happen in a café and on average 4 or 5 carers attend. In terms of information, three face-to-face sessions were held. The topics were: "end of life" planning, Maintenance Cognitive Stimulation Therapy and essential information for carers. In addition, a group of carers attended a focus group looking at improving pathways for older people and their carers that was being conducted by the bi-borough partnership of Kensington & Chelsea and Westminster. We arranged Four Zoom talks aimed at carers but open to other members of Age UK who were interested. The speakers were from the Royal Osteoporosis Society, the Stroke Association, Kidney Care and the British Thyroid Foundation. There were also outings arranged to Superbloom, the Medicinal Gardens and Leighton House. These were also open to members of the Macular Group.

At Home Service

Our At Home Service is a busy one, offering self-funded Practical Support, Basic Footcare and funded Respite to all older residents of Kensington & Chelsea and Westminster.

We are currently making improvements by harnessing the power of digital to make for a slicker experience for our clients and save time for staff.

Some of these improvements include:

- Streamlining our invoicing process – a report from Salesforce can now be directly uploaded into Xero to generate invoices. This report includes details of visits made to each client so no need for extra reports and printing.
- More of our invoices are now emailed to clients or their families – a saving on postage for us, and the client/family has prompt sight of invoices.
- Moving existing clients paying cash for services to direct debit. This eliminates the risk to our carers carrying cash and saves time on trips to the bank.
- Salesforce Field Service App –we are in the process of testing with a couple of carers and plan to have the whole team using it by the end of August '23. This will remove the need for handwritten timesheets and risk of error.
- Better use of Salesforce rostering – carers are now assigned to clients they see on a regular basis. This eliminates the need for manually assigning them each week, the system automatically pulls the information over. This will save a lot of admin time and ensures continuity of carers for our clients.

Age UK Kensington and Chelsea

Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Practical Support At Home

In the past year our dedicated team of carers have delivered 9756 hours of practical support, carrying out 5,602 visits to 164 of our clients.

We were delighted to receive feedback from Knightsbridge Surgery thanking us for all the good work we have done with one of their patients and going the extra mile when they were feeling poorly.

Clinic-based Basic Footcare

We currently have two trained practitioners providing the service. The service is run in four fixed locations, on a weekly basis, and ad-hoc appointments are offered on a Monday at 4 different care homes. Over the past year we have completed 466 appointments for 256 clients.

Funded Respite

The At Home Respite service is for carers of people living with Dementia; it offers them a break in a safe and supportive environment. This service is available for the carers of people aged 50 and over with memory difficulties registered with a GP Practice in the Kensington and Chelsea area. Each client is eligible to receive 4 hours per week of respite care for 6 months.

This year we have given 716 hours of respite over 347 visits.

Information & Advice

In 2022-23 the Information & Advice team supported around 572 people with 916 enquiries delivering 3,105 sessions within all the different projects, including general enquiries. These covered a variety of topics including benefits and income maximisation, health and disabilities, housing, social care needs, energy efficiency and fuel poverty and assistance with form filling. Some of the most popular tasks carried out were benefit checks and applications for Attendance Allowance, Taxicards and Blue Badges. Applications were also made on clients' behalf to organisations such as Campden Charities and the Kensington & Chelsea Foundation for grants for household items or to help with fuel bills as part of the Winter Warmth Campaign.

Assistance was also given with appealing unsuccessful benefit applications and answering general enquiries as providing contact numbers for local organisations or signposting people to the right service.

The service has been mainly delivered over the phone but face-to-face sessions have been delivered at St Cuthbert's Centre.

The team has successfully managed to bring around £459,000 to local residents in newly claimed benefits.

Volunteers

We started 2022 with optimism as the situation with Covid started to improve. We were able to think about services getting back to normal albeit slowly and with a couple of bumps along the way. The response from volunteers throughout the pandemic has been inspiring and some of those volunteers who answered the call during that time have continued to volunteer with us.

We started slowly with face-to-face escorting for essential appointments, GP's, and hospitals. We followed on with befriending and walking support as many people's mobility has declined over the last two years. Face-to-face activities soon followed even though we kept an online presence. A new project with Helpforce providing companions integrated into GP surgeries also gained momentum over the year. The demand for volunteers continues at pace with new projects coming on board and more people are looking for volunteer support.

We found that as people returned to the workplace, recruitment plateaued. This was due to less flexibility as people were no longer working from home on a regular basis. However, volunteers recruited were still around 70, and we still currently have approx. 180 - 200 active volunteers. Recruitment continues to be through universities, websites, and word of mouth as well as using social media.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

We enjoyed meeting volunteers for a face-to-face cup of tea and the chance to chat about their experiences volunteering with Age UK pre and post pandemic. We hope this will be the first of many gatherings this year.

Looking to the future of volunteering for AUKC, the emphasis will be on more efficient processes and developing the training and support we offer to volunteers.

My Care, My Way (MCMW)

AUKC has continued to focus on integration with Central London Community Healthcare (CLCH), NHS and GPs and the knowledge and services we can provide to (MCMW) patients remains very valuable. We have provided insight into the strategic partnerships that have helped to shape the future of the services.

We have also listened to our teams, strengthening the structure, increasing engagement and changing the name to be more reflective of the role. Our teams are now called Health and Social Prescribing Coordinators (HSPCs), likewise the seniors are Senior Health and Social Prescribing Coordinators (SHSPCs).

MCMW continues to go from strength to strength with 41 HSPCs, working with Case Managers from the NHS - Central London Community Healthcare, providing support to 8,000 over 65s in West London NHS registered GP practice across Kensington and Chelsea – all of the NHS registered GP practices are now on board with My Care, My Way.

My Care, My Way was established to ensure older people are supported in the community for longer, reducing hospital admissions and promoting independence and self-care. This is achieved through a holistic, case management integration model. In partnership with GPs, CLCH, Kensington and Chelsea Social Council (KCSC), and other statutory and voluntary organisations, the HSPCs are providing preventative holistic support to patients, to instill knowledge and confidence by promoting the concept of self-care (see below) and independence.

We collaborated with CLCH and KCSC to start a project looking at reducing avoidable hospital readmissions. The first part of the project is complete, and we are sharing our findings with CLCH and other stakeholders, and looking at the next steps.

Social Prescribing Link Workers

Age UK Kensington and Chelsea (via our Trading Arm 'Age United') employed 10 Social Prescribing Link Workers (SPLWs) across 5 PCNs up to October 2023 when Link Worker services were taken in-house by the GP Federation and our staff TUPE'D across. The Link Workers supported people who attended GP visits with non-clinical needs which cannot always be addressed by the GP. SPLWs address health and social needs by connecting individuals with their community through offering one-to-one client focused, holistic support for a period of time to promote a healthy, independent lifestyle. The team supports a range of needs including housing, health, financial support, drug/alcohol support, local events/clubs, information and advice and volunteering

Fundraising and Marketing

We would like to thank our statutory funders, trusts, corporate and individual donors and friends' group whose generous support enabled us to continue our work across the borough. These include the Kensington & Chelsea Foundation, Westway Trust, the Calleva Foundation, Royal Borough of Kensington and Chelsea, the NHS and the Julia and Hans Rausing Foundation. We are so grateful to all individuals who took part in this year's Royal Parks Half Marathon and other individual fundraising events. We would also like to express our gratitude for the extremely generous legacy given to us by the late Donald Thompson.

During the year 2022/23 we did not use any external organisations to conduct telephone or face-to-face fundraising on our behalf and no professional fundraiser or commercial participator conducted any fundraising activities for the Charity.

We are registered with the Fundraising Regulator and are proud to champion the principles of honesty, accountability, and transparency when fundraising. We work to ensure that our fundraising complies with the Fundraising Code of Practice as well as the standards set by the Fundraising Regulator.

Age UK Kensington and Chelsea

Trustees' Report for the year ended 31 March 2023

OVERVIEW OF SERVICES (cont.)

Finally, we continue to produce our newsletter which contains a range of useful information and articles to help readers stay healthy, active and connected to the local community as well as profiling some of the extraordinary lives which our members have led!

INVESTING IN OUR SERVICES

Improving our Data Systems

From March 2002 we moved our Client Record Management database to Salesforce as Age UK affiliations were starting to use this system. It meant that there was a standardised model we could use across the network which could support the integrated development of partnership working across other Age UKs and allow us to better see client data across all services in AUKC, enabling us to spot gaps in service provision and better evaluate and improve services. In 2022 – 2023 we started to implement an Information & Advice Triage service alongside Age UKs Hillingdon, Harrow and Brent and Hammersmith & Fulham to improve accessibility to the service and improve coverage. During the year Age UK rolled out more updates to Salesforce with the not-for-profit success package. This means we can now store better quality volunteer information and also record grant funding applications and donor funds. Our aim for the next financial year is to improve on the capture of demographic data to ensure we are reaching those who need services most amongst our community with specific focus on areas with health inequalities and diverse communities.

Intangible Asset

The Customer Relationship Management system, Salesforce, was developed internally and as such, costs relating to its development have been capitalised and will be amortised over a period of 3 years.

FINANCIAL REVIEW

Income

Total income for the year amounted to £3.1m, an increase of £0.4m on the preceding year of £2.7m and includes income from various sources. Income from donations and legacies amounted to £491k as opposed to £169k received in the previous year.

Expenditure

In 2022/23, our total expenditure incurred was £3m, whilst the previous year, total expenditure amounted to £2.8m. Spend on raising funds during the year amounted to £176k (2022: £89k). Total expenditure on charitable activities amounted to £2.9m as opposed to £2.7m incurred in the 2021/22 financial year.

The financial statements contained within this report comply with our Memorandum and Articles of Association, the Charities Act 2011, the Companies Act 2006 and the Statement of Recommended Practice (FRS 102 second edition): Accounting and Reporting by Charities.

The charity invested in a subsidiary undertaking and holds 100% of the share capital of Age United Limited.

Reserves Policy

The Board of Trustees has considered the Charity's requirements for reserves in light of potential risks to the organisation, and the current political and economic climate. Trustees have agreed that the purpose of any reserve funding is to provide flexibility and certainty for clients & staff and ensure that we can continue to meet our charitable objectives in the short and medium term.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes.

At the balance sheet date, the free reserves are £700k to allow for 4 months of strategic readjustment, and to support the sustainability of the organisation should major challenges arise.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

Structure, Governance and Management

Age UK Kensington & Chelsea is a charity and company limited by guarantee, incorporated on 15 February 2000 and registered as a charity on 28 September 2000. The company was established under a Memorandum of Association which established the objectives and powers of the charitable company under its Articles of Association. The latest revision of the Memorandum and Articles of Association was approved on 30 November 2020. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Age UK Kensington & Chelsea is a separate local independent charity, as such it has its own Board of Trustees responsible for the strategic direction and overall operations of the Charity. Directors of the Company are also charity Trustees for the purposes of Charity Law and are known as members of the Board of Trustees. Trustees are kept up to date on issues through regular reports from the Chief Executive, external advisers and briefings from Age UK and other third sector bodies.

The Charity is part of the family of Age UKs throughout the UK and is affiliated to Age UK as a Network Partner with a legal agreement in place to support the relationship. The agreement sets out a number of responsibilities on both partners including the use of the brand 'Age UK' and allows for Age UK to pass funding to the network for particular projects. Age UK provides an external assessment framework (Charity Quality Standards) to ensure high standards of Quality and Governance across all local partners.

The Board of Trustees sets the strategic direction of the Charity and is responsible for the Charity's overall performance through quarterly meetings, receiving reports on key issues and reviewing the risk register. More detailed scrutiny and oversight of the Charity's activities is delegated to two committees:

- Finance & Risk
- Quality, Performance, Development & Human Resources

Day-to-day service delivery is delegated to the Chief Executive and the Senior Management Team (SMT) who are considered to be the key management. The Senior Management Team is made up of the Chief Executive, Director of Finance and Resources, Director of Services, Head of Community Engagement, Strategic Development Manager, Head of Fundraising and Head of HR. The SMT is responsible for ensuring that the Charity delivers the agreed services and that key performance indicators are met.

Department Heads are responsible for day-to-day operational management, supervision and development of both staff and volunteers, whilst ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. The pay of the Executive and Senior Management Team and staff are set by the Board. The Board reviews pay annually.

All Trustees give their time freely and no Trustee received remuneration in the current or prior year. Details of related party transactions are disclosed in notes 6 and 8 to the accounts.

Age UK Kensington and Chelsea Trustees' Report for the year ended 31 March 2023

Risk Management

The Charity has a formal risk management process through which the Chief Executive and Senior Management Team identify the major risks to which the organisation may be exposed and has ranked these by likelihood and impact, culminating in a risk control document which is updated on a regular basis. All significant risks, together with current mitigation actions, are reviewed regularly throughout the year by the Trustees. The Trustees are satisfied that systems have been developed and are in place to mitigate identified risks to an acceptable level.

The principal risks and uncertainties identified by the Charity are as follows:

<i>Risk identified</i>	<i>Action taken to mitigate the risk</i>
<i>Reputational Risk arising out of organisational failures</i>	<ul style="list-style-type: none"> • Risks are reviewed at each Finance & Risk, Quality and Board meeting, and contingency plans have been drawn to help put in place mitigating actions. A BRAG (Blue, Red, Amber, Green) traffic light system is used to categorize the risk, and a number system to identify the risk to the organisation's operations and reputation. • Risks are reported to commissioners and other partners, and transparent relationships with key providers are maintained to ensure they are aware of the Charity's activities.
<i>Resilience of IT systems, including resilience against cyber crime</i>	<ul style="list-style-type: none"> • Spirit have implemented a secure, cloud-based IT provision and are upgrading all our IT security systems. • Data back-up system in operation. • IT systems can support staff to work effectively remotely if required
<i>Loss of contract income arising out of changing priorities of commissioners</i>	<ul style="list-style-type: none"> • There is a drive to secure contractual agreements or letters of understanding for each funding stream. This has been actioned throughout 2022-23, and contracts and letters of understanding are now in place. • Continued review with commissioners about future priorities of the charity and income streams.
<i>Pandemic Risk - new Covid variant or new pandemic could disrupt services</i>	<ul style="list-style-type: none"> • Cloud-based IT supports home working. • Organisational risk assessments regularly reviewed. • Statutory and community partnerships in place. • Threat of Covid and Monkeypox monitored. • Business Continuity and Disaster Recovery Plan recently updated
<i>Loss of key members of staff</i>	<ul style="list-style-type: none"> • Succession planning updated for Board and Executive • Qualified interim staff have been utilised to provide expertise where needed.

Age UK Kensington and Chelsea

Trustees' Report for the year ended 31 March 2023

STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted 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 the period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and 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 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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.

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

STATEMENT OF DISCLOSURE OF INFORMATION TO AUDITORS


The Trustees of the Charity confirm that:

- As far as they are aware, there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

AUDITOR

A resolution to re-appoint Knox Cropper LLP as the Charity's auditors will be proposed at the Annual General Meeting.

Approved on 01/12/23 and signed on behalf of the trustees:


.....
Bob Empson Chair

Independent Auditor's Report to the members of the Age UK Kensington and Chelsea

Opinion

We have audited the financial statements of Age UK Kensington and Chelsea (the 'charitable company') and its subsidiary (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the consolidated and parent charitable company balance sheets, consolidated statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2023 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis of opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independent Auditor's Report to the members of the Age UK Kensington and Chelsea

Opinion 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the parent 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 group's and parent 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 group or parent 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.

Independent Auditor's Report to the members of the Age UK Kensington and Chelsea

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 is detailed below:

- The parent charitable company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the group and parent charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the group and parent charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Knox Cropper LLP

5 December 2023

Simon Goodridge
Senior Statutory Auditor
for and on behalf of Knox Cropper LLP
Statutory Auditor
65 Leadenhall Street
London EC3A 2AD

Age UK Kensington and Chelsea
Consolidated Statement Of Financial Activities For The Year Ended 31 March 2023

		2023			2022		
	Note	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Donations and legacies	2	479,267	11,256	490,523	121,123	48,134	169,257
Charitable activities	3	446,566	2,097,565	2,544,131	515,367	1,766,588	2,281,955
Income from trading company	4a	123,452	-	123,452	244,528	-	244,528
Investments	4b	1,530	-	1,530	662	-	662
Total income		1,050,815	2,108,821	3,159,636	881,680	1,814,722	2,696,402
Expenditure on:							
Raising funds	5a	176,324	-	176,324	88,692	-	88,692
Charitable activities	5a	674,855	2,255,368	2,930,223	911,429	1,834,733	2,746,162
Total expenditure		851,179	2,255,368	3,106,547	1,000,121	1,834,733	2,834,854
Net Income/(Expenditure) before Transfers		199,636	(146,547)	53,089	(118,441)	(20,011)	(138,452)
Transfers between funds		(212,557)	212,557	-	-	-	-
Net movement in funds		(12,921)	66,010	53,089	(118,441)	(20,011)	(138,452)
Reconciliation of funds:							
Total funds brought forward		1,073,299	55,843	1,129,142	1,191,740	75,854	1,267,594
Total funds carried forward		1,060,378	121,853	1,182,231	1,073,299	55,843	1,129,142

The notes on pages 21 to 35 form part of these financial statements.

Age UK Kensington and Chelsea

Balance Sheets as at 31 March 2023

		The group		The charity	
		2023	2022	2023	2022
	Note	£	£	£	£
FIXED ASSETS:					
Intangible assets	10b	28,692	43,038	28,692	43,038
Tangible assets	10a	11,648	58,573	11,648	58,573
		40,340	101,611	40,340	101,611
CURRENT ASSETS:					
Debtors	13	597,709	556,872	597,709	556,872
Short term deposits		252,313	469,812	252,313	469,812
Cash at bank and in hand		359,738	201,711	359,738	201,711
		1,209,760	1,228,396	1,209,760	1,228,396
LIABILITIES:					
Creditors: amounts falling due within one year	14	67,869	200,865	67,869	200,865
NET CURRENT ASSETS / (LIABILITIES)		1,141,891	1,027,531	1,141,891	1,027,531
TOTAL ASSETS LESS CURRENT LIABILITIES					
		1,182,231	1,129,142	1,182,231	1,129,142
TOTAL NET ASSETS					
		1,182,231	1,129,142	1,182,231	1,129,142
FUNDS:					
	19a	-	-	-	-
Restricted income funds		121,852	55,842	121,852	55,842
Unrestricted income funds:					
Designated funds		320,000	792,932	320,000	792,932
General funds		740,379	280,368	740,379	280,368
Total unrestricted funds		1,160,379	1,073,300	1,160,379	1,073,300
TOTAL FUNDS		1,182,231	1,129,142	1,182,231	1,129,142

The notes on pages 21 to 35 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 01/12/23 and signed on their behalf by:



 Bob Empson
 Chair

.....05/12/2023.....
 Date

Company no. 3926026

Age UK Kensington and Chelsea
Consolidated Statement of Cash Flows
Year ended 31 March 2023

Note	2023	2022
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	53,088	(138,452)
Depreciation charges	40,940	37,590
Assets written off during the year	21,466	-
Dividends, interest and rent from investments	(1,530)	(662)
(Increase)/decrease in debtors	(40,838)	(126,232)
Increase/(decrease) in creditors	(132,996)	129,751
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	(59,869)	(98,005)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Dividends, interest and rents from investments	1,530	662
Purchase of fixed assets	(1,134)	(55,912)
Transfer to short term deposits	217,500	63,832
Repayment of loan finance	-	(25,000)
NET CASH PROVIDED BY / (USED IN) INVESTING ACTIVITIES	217,896	(16,418)
Change in cash and cash equivalents in the year	158,027	(114,423)
Cash and cash equivalents at the beginning of the year	201,711	316,134
Change in cash and cash equivalents due to exchange rate movements	-	-
Cash and cash equivalents at the end of the year	359,738	201,711
Analysis of cash and cash equivalents and of net debt	At 1 April 2022	At 31 March 2023
	£	£
	201,711	359,738
	-	-
	201,711	359,738

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

1. PRINCIPAL ACCOUNTING POLICIES

a) Statutory information

Age UK is a charitable company limited by guarantee and is incorporated in England.

The registered office address is: 1 Thorpe Close, London W10 5XL.

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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Age United Limited on a line by line basis. Transactions and balances between the charity and its subsidiary have been eliminated from the consolidated financial statements. Balances between the two entities are disclosed in the notes of the charity's balance sheet.

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

The trustees do not consider that there are any sources of estimated 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.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees believe that the organisation will continue its operations for the foreseeable future. The organisation is financially stable enough to meet its obligations and continue its business. The Trustees will continue to monitor the situation and to ensure that our staff are provided with all necessary work apparatus and a conducive and functionally designed work environment to enable them to work effectively.

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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

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.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

1. PRINCIPAL ACCOUNTING POLICIES (continued)

f) 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.

g) 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.

h) Expenditure and irrecoverable VAT

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 is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, educational activities undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) 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, 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.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

- | | |
|-------------------------|-----|
| ● Raising funds | 30% |
| ● Charitable activities | 70% |

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.

j) Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

1. PRINCIPAL ACCOUNTING POLICIES (continued)

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £100. 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:

• Furniture and Fittings	4 years
• Computers and Equipment	3 years
• Leasehold Improvement	3 years

l) Intangible asset

The Customer Relationship Management system, Salesforce, was developed internally and as such, costs relating to its development have been capitalized. This intangible will be amortised over a useful life of 3 years.

m) Investments in subsidiaries

Investments in subsidiaries are at cost.

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) Financial instruments

The charity 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.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

2. Donations and Legacies

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Gifts	900	-	900	1,430	-	1,430
Legacies	440,388	-	440,388	12,615	-	12,615
Donations	37,979	11,256	49,235	107,078	48,134	155,212
	479,267	11,256	490,523	121,123	48,134	169,257

3. Income from charitable activities

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Dementia Support	-	38,500	38,500	-	153,783	153,783
Information and Advice	-	15,356	15,356	-	73,315	73,315
HSCA (CLCH)	-	1,304,011	1,304,011	-	1,192,432	1,192,432
Core Costs	446,044	-	446,044	220,503	-	220,503
Home Safety Checks	-	-	-	-	4,905	4,905
Friends & Neighbours	-	369	369	3,185	20,000	23,185
Dementia Carers Project	-	18,602	18,602	-	6,000	6,000
Health Wise	-	111,042	111,042	-	80,000	80,000
Shopping for clients	-	-	-	35,341	-	35,341
My Memories	-	67,693	67,693	-	54,154	54,154
Respite Care	-	39,375	39,375	31,500	-	31,500
Service user fees (At Home)	-	228,427	228,427	223,649	-	223,649
Supporter donations	521	-	521	1,189	-	1,189
Safer Neighbourhood	-	-	-	-	2,130	2,130
DigiALL project	-	18,720	18,720	-	-	-
Community services	-	94,075	94,075	-	-	-
Activities and events	-	80,147	80,147	-	-	-
Sub-total for charitable activity	446,565	2,016,317	2,462,881	515,367	1,586,719	2,102,086
Special Projects	-	81,249	81,249	-	179,869	179,869
TOTAL INCOME FROM CHARITABLE ACTIVITIES	446,565	2,097,566	2,544,131	515,367	1,766,588	2,281,955

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

4a Income from Trading company

	2023	2022
	Total	Total
	£	£
Age United Limited	123,452	244,528
	<hr/> 123,452 <hr/>	<hr/> 244,528 <hr/>

4b Income from Investment

Bank interest	<hr/> 1,530 <hr/>	<hr/> 662 <hr/>
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Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

5a

	Charitable activities					2023	2022
	Raising funds	Charitable activities	Governance costs	Project related costs	Support costs	Total	Total
	£	£	£		£	£	£
Staff Costs (Note 7)	70,702	2,278,829	-	-	164,972	2,514,503	2,369,226
Other staff costs	-	92,422	-	-	-	92,422	39,870
Consultants and Interim Staff Costs	-	-	71,085	-	-	71,085	-
Fundraising costs	50	-	-	-	-	50	-
Volunteer support services	-	4,941	-	-	-	4,941	3,479
My Memories and Dementia Support	-	5,201	-	-	-	5,201	2,690
Information and Advice	-	23,935	-	-	-	23,935	15,878
Other Direct Costs	-	64,625	-	-	-	64,625	67,251
Premises	-	-	-	-	61,159	61,159	47,918
Office equipment and IT	-	-	-	-	44,338	44,338	61,567
Communication and Stationery	-	-	-	-	40,498	40,498	44,816
Professional Fees	-	-	-	-	-	-	54,618
Depreciation	-	-	-	-	40,940	40,940	37,590
Other costs / Projects	-	-	-	142,850	-	142,850	89,951
	70,752	2,469,953	71,085	142,850	351,907	3,106,547	2,834,854
Support costs	105,572	246,335	-	-	(351,907)	-	-
Governance costs	-	71,085	(71,085)	-	-	-	-
Total Expenditure 2023	176,324	2,787,373	-	142,850	-	3,106,547	-
Total Expenditure 2022	88,692	2,656,211	-	89,951	-	2,834,854	-

Age UK Kensington and Chelsea
Notes to The Financial Statements
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6. NET INCOME/ (EXPENDITURE) FOR THE YEAR

This is stated after charging / (crediting)

	2023	2022
	£	£
Depreciation	40,940	37,590
Loss on disposal of fixed assets	21,466	-
Operating lease rentals:		
Property	12,655	12,655
Auditor's remuneration (excluding VAT):		
Audit	9,350	8,900
	<u>9,350</u>	<u>8,900</u>

7. ANALYSIS OF STAFF COSTS, TRUSTEE REMUNERATION AND EXPENSES, AND THE COST OF KEY MANAGEMENT PERSONNEL

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	2,260,641	2,165,178
Social security costs	187,169	185,659
Employer's contribution to defined contribution pension schemes	66,694	56,857
	<u>2,514,504</u>	<u>2,407,694</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £261,458 (2022: £334,785).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

No Trustees' expenses were reimbursed in the current or prior year.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

8. STAFF NUMBERS

The average number of employees (head count based on number of staff employed) during the year was 90 (2022: 87).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2023	2022
	No.	No.
Raising funds	2.0	2.0
Community Engagement	2.9	3.4
Healthwise	1.6	3.0
Dementia	4.4	4.8
At Home	21.6	14.6
Information and Advice	4.6	4.3
PCN/HSCA	45.0	36.5
Social Prescribing Link	-	7.1
Activities & Events	2.6	2.5
Digital Inclusion	2.0	3.0
Governance / Core	3.2	6.2
	89.9	87.4

9. RELATED PARTY TRANSACTIONS

There were no related party transactions in the financial year 2023 (2022: none).

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

10a . TANGIBLE FIXED ASSETS

The charity	Leasehold property	Fixtures and fittings	Computer equipment	Total
Cost	£	£	£	£
At the start of the year	25,623	25,508	190,381	241,512
Additions in year	-	-	1,134	1,134
Disposals in year	(25,623)	(10,485)	(120,443)	(156,551)
At the end of the year	-	15,023	71,072	86,095
Depreciation				
At the start of the year	22,063	12,880	147,995	182,938
Charge for the year	-	3,756	22,838	26,594
Eliminated on disposal	(22,063)	(4,665)	(108,357)	(135,085)
At the end of the year	-	11,971	62,476	74,447
Net book value				
At the end of the year	-	3,052	8,596	11,648
At the start of the year	3,560	12,628	42,386	58,574

All of the above assets are held by the charity and used for charitable purposes, A review of the Fixed Asset register took place and any assets that were no longer in use have been written off.

10b . INTANGIBLE ASSETS

Intangible assets		
The Charity	Intangible asset	Total
Cost	£	£
At the start of the year	43,038	43,038
At the end of the year	43,038	43,038
Amortisation		
At the start of the year	-	-
Amortisation for the year	14,346	14,346
At the end of the year	14,346	14,346
At the end of the year	28,692	28,692
At the start of the year	43,038	43,038

The Intangible Asset is the Salesforce platform which was developed internally and as such, costs relating to its development have been capitalised and will be depreciated over a period of 3 years. In the prior year, this was categorised under tangible fixed assets, as a scheme in progress. This year, the completed intangible asset has been re-classified.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

11. SUBSIDIARY UNDERTAKING

The charity owns the whole of the issued ordinary share capital of Age United Limited, a company registered in England. The company number is 12351857 and charity number 1082658. The registered office address is 1 Thorpe Close, W10 5XL.

The subsidiary is used for non-primary purpose trading activities. All activities have been consolidated on a line-by-line basis in the statement of financial activities. Available profits are distributed under Gift Aid to the parent charity.

A trustee, together with the Chief Executive, are directors of the subsidiary. Age United Limited commenced operation in April 2020.

A summary of the results of the subsidiary is shown below:

	2023	2022
	£	£
Turnover	123,452	244,528
Cost of sales	(112,200)	(220,551)
Gross profit/(loss)	11,252	23,977
Administrative and other expenses	(82,620)	(23,977)
Profit/(loss) on ordinary activities before interest and taxation	(71,368)	-
Profit / (loss) on ordinary activities before taxation	(71,368)	-
Taxation on profit on ordinary activities	-	-
Profit / (loss) for the financial year	(71,368)	-
Share Capital and Retained earnings		
Total brought forward	1	1
Profit / (loss) for the financial year	(71,368)	-
Total carried forward	(71,367)	1
The aggregate of the assets, liabilities and reserves was:		
Assets	14,264	64,887
Liabilities	(85,633)	(64,886)
Share Capital and Retained earnings	(71,367)	1

Included within administrative expenses above is a management charge of £nil (2022: £23,977) from the parent entity. It should be noted that the subsidiary was only trading for six months of the financial year compared to a full 12 months of trading in the previous financial year.

During the previous year (2022), the VAT status of the Social Prescribing Link Worker (SPLW) services provided by Age United were reviewed and it was concluded that the services qualified as a taxable supply. In light of this, the contract between Age United and the NHS ended on 30.09.2022, and the subsidiary has since ceased trading. Age United has now registered for VAT and is applying VAT retrospectively to the SPLW contract, in accordance with the original agreements.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

12. PARENT CHARITY

The parent charity's gross income and the results for the year are disclosed as follows:

	2023	2022
	£	£
Gross income	3,036,183	2,451,874
Result for the year	122,716	(162,429)

13. DEBTORS

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	138,975	476,528	138,975	476,528
Other debtors	444,576	66,853	444,576	66,853
Prepayments	14,158	13,491	14,158	13,491
	597,709	556,872	597,709	556,872

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	14,187	33,222	14,187	33,222
Taxation and social security	13,758	65,209	13,758	65,209
Other creditors	10,348	64,755	10,348	64,755
Accruals	23,336	8,900	23,336	8,900
Deferred income (Note 15)	6,240	28,779	6,240	28,779
	67,869	200,865	67,869	200,865

15. DEFERRED INCOME

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Balance at the beginning of the year	28,779	3,231	28,779	3,231
Amount released to income in the year	(28,779)	-	(28,779)	-
Amount deferred in the year	6,240	25,548	6,240	25,548
Balance at the end of the year	6,240	28,779	6,240	28,779

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

16. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS – CURRENT YEAR

	General unrestricted	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	40,340	-	-	40,340
Net current assets	700,039	320,000	121,852	1,141,891
Net Assets at 31 March 2023	740,379	320,000	121,852	1,182,231

17. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS – PRIOR YEAR

	General unrestricted	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	101,612	-	-	101,612
Net current assets	178,756	792,932	55,842	1,027,530
Net Assets at 31 March 2022	280,368	792,932	55,842	1,129,142

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

18a MOVEMENTS IN FUNDS – CURRENT YEAR

	At 1 April 2022	Income & gains	Expenditure & losses	Transfers	At 31 March 2023
	£	£	£	£	£
Dementia Support	-	124,795	143,850	19,055	-
Information and Advice	-	15,356	161,548	146,192	-
HSCA (CLCH)	-	1,304,011	1,282,025	-	21,986
Friends and Neighbours	-	369	4,438	4,069	-
Healthwise	-	111,631	94,653	-	16,978
Special Reserve Fund - Income	11,500	12,500	8,100	-	15,900
Third Party payment	25,755	-	10,200	-	15,555
Digital inclusion	18,534	87,468	92,640	-	13,362
Community engagement	-	94,175	131,829	37,654	-
At home services	-	267,803	246,270	3,071	24,604
Activities and Events	-	90,713	77,245	-	13,468
Food and Friends	-	-	2,516	2,516	-
Christmas Box	54	-	54	-	-
Total restricted funds	55,843	2,108,821	2,255,368	212,557	121,853
Unrestricted funds:					
Designated funds:					
Creation of Property Fund	641,803	-	-	(641,803)	-
Health Inequalities Fund	100,000	-	-	(100,000)	-
Staff Development	42,185	-	-	(42,185)	-
Projects Development Fund	8,944	-	-	(8,944)	-
Operational activities funded 23-24	-	-	-	110,000	110,000
Investment in Strategy FY 23-24	-	-	-	150,000	150,000
Investment in Strategy- future years	-	-	-	60,000	60,000
Total designated funds	792,932	-	-	(472,932)	320,000
General funds	280,367	1,050,815	851,179	260,375	740,378
Total unrestricted funds	1,073,299	1,050,815	851,179	(212,557)	1,060,378
Total funds	1,129,142	3,159,636	3,106,547	-	1,182,231

The narrative to explain the purpose of each fund is given at the foot of the note below.

Age UK Kensington and Chelsea
Notes to The Financial Statements
For The Year Ended 31 March 2023

18b MOVEMENTS IN FUNDS – PRIOR YEAR

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Dementia Support	-	194,593	194,593	-	-
Information and Advice	-	73,315	73,315	-	-
HSCA (CLCH)	-	1,192,431	1,192,431	-	-
Friends and Neighbours	-	20,000	20,000	-	-
Healthwise	-	80,000	80,000	-	-
General Covid-19	13,652	-	13,652	-	-
K & C Foundation - After Party	12,313	-	12,313	-	-
Supporting Development of Volunteers	3,000	82,763	85,763	-	-
Special Reserve Fund	20,590	25,000	34,090	-	11,500
Dementia Covid-19	9,614	-	9,614	-	-
Third Party payment	5,402	32,500	12,147	-	25,755
Dance West	3,791	15,572	19,363	-	-
Power to Change	7,874	-	7,874	-	-
Christmas Box	(382)	24,034	23,598	-	54
Digital Inclusion		74,514	55,980		18,534
Total restricted funds	75,854	1,814,722	1,834,733	-	55,843
Unrestricted funds:					
Designated funds:					
Creation of Property Fund	650,000	-	8,197	-	641,803
Health Inequalities Fund	100,000	-	-	-	100,000
Staff Development	42,185	-	-	-	42,185
Projects Development Fund	16,958	-	8,014	-	8,944
Total designated funds	809,143	-	16,211	-	792,932
General funds	382,597	881,680	983,910	-	280,367
Total unrestricted funds	1,191,740	881,680	1,000,121	-	1,073,299
Total funds	1,267,594	2,696,402	2,834,854	-	1,129,142

Age UK Kensington and Chelsea
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Purposes of restricted funds

- HSCA: To support the delivery of My Care My Way funded by the NHS
- Healthwise: Grant funding from Royal Borough of Kensington and Chelsea to provide exercise classes and community advice sessions around common degenerative conditions.
- Specialist Reserves Fund – To fully scope out and explore a sustainable Joint Operating Model for Paid-for services across North-West London.
- Third Party Payment- Winter fuel payment funded by Kensington and Chelsea Foundation; to help residents in need with their fuel bills
- Digital Inclusion- To provide targeted outreach support to vulnerable older people, including those living alone who are known to be more likely to experience social isolation, which has a damaging effect on their mental wellbeing.
- Events and Activities – To provide specific events and activities.
- At Home – to provide practical support and respite services.

Purposes of designated funds

The designated funds were approved by the Board on 3rd July 2023. Having considered the current financial year outlook and the focus to implement the new strategy over 3 years, the designated funds are:

	£000s
Operational activities funded 23-24	110
Investment in Strategy FY 23-24	150
Investment in Strategy -future years	60
Total Designated funds	320

20. FINANCIAL COMMITMENTS

	2023	2022
	£	£
Less than one year	12,655	12,655
One to five years		12,655
Over five years	-	-
	12,655	25,310

Financial commitments relate to non-cancellable operating leases for office space.

21. LEGAL STATUS OF THE CHARITY

The parent charitable company is limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.