AGE UK RICHMOND UPON THAMES

England & Wales · Charity number 1084211

Details

Other names	AGE CONCERN RICHMOND UPON THAMES
Status	Registered
Legal form	Charitable company
Company number	04116911
Registered	2000-12-20
Register	View on the Charity Commission register

Contact

Address	The White House Community Centre 45 The Avenue Hampton Richmond Upon Thames TW12 3RN
Phone	0208 878 3625
Email	info@ageukrichmond.org.uk
Website	www.ageukrichmond.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE WITHIN THE AREA OF BENEFIT: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, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND3.1.7 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

Activities: To promote the rights and needs of older people in the Borough of Richmond upon ThamesTo provide services that appropriately meet the needs of older peopleTo research new needs and provide innovative ways of meeting themTo ensure that the new needs of older people are included in joint planning

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with statutory and other voluntary bodies

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People

Geography

- **Area of benefit:** IN AND AROUND THE LONDON BOROUGH OF RICHMOND UPON THAMES
- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,435,941	£2,351,148	£983,644	54
2024-03-31	£2,347,699	£2,171,032	£898,851	52
2023-03-31	£2,097,665	£1,992,552	£722,184	47
2022-03-31	£1,926,920	£1,888,320	£617,071	49
2021-03-31	£1,974,595	£1,884,289	£578,471	49

Trustees

Name	Role	Appointed
Alan Fraser McNab		2022-11-10
David Harold King		2018-11-15
Denise Mahoney		2022-11-10
Elizabeth Baran		2020-12-17
John Mikucki		2024-05-23
Jonathan Mogford		2025-01-01
Judith Rutherford		2021-08-05
Sandra Aldridge		2018-02-15

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AGE UK RICHMOND UPON THAMES

England & Wales - Charity number 1084211

Accounts

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AGE UK RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2025

Company Registration Number - 4116911

Charity Registration Number - 1084211

SATURDAY

AEBZ5RUQ
A39 27/09/2025 #85
COMPANIES HOUSE

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CONTENTS PAGE

Chair's statement	1 - 2
Trustees' annual report	3 - 11
Independent auditors' report to the members	12 - 15
Consolidated statement of financial activities (incorporating the income and expenditure account)	16
Consolidated balance sheet	17
Consolidated statement of cash flows	18
Notes to the financial statements	19 - 36

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2025

Thank you for your interest in Age UK Richmond; it's a pleasure to introduce our annual accounts and share with you a snapshot of the work of the organisation that these accounts underpin.

The past year has been another busy and successful year, with our services directly supporting more than 4000 people in the borough, and bringing support and reassurance to an even wider number of carers and families. We have been able to maintain and strengthen the wide range of services that we provide, enabling older people in Richmond to live fulfilling, healthy and independent later lives.

That range of our services, many delivered in close partnership with others, is astonishing: Age UK Richmond offers social and wellbeing support through our centres and activities; we offer welfare benefits advice for those struggling financially; we support hospital discharge through our Nightingale service; we help people stay in their homes with support from our handyperson, housekeeping and gardening services; we foster digital learning and connection through our 'Connect to Tech' digital support; we offer mental health peer support and are especially proud of our work to coordinate Dementia Friendly Richmond.

2025 is also our 60th anniversary - a fantastic milestone for the charity. But we are not resting on our laurels: our strategy for 2025-28 which we agreed this Spring recognises that we must redouble our efforts to grow the reach of our services, use our resources to maximise impact and make sure that we match our services to changing demographics and needs in the borough. We have some sound foundations for this strategy and we are committed to ensuring that older people throughout the borough find active, welcome and relevant services and support with us.

Partnership is at the heart of our work in Age UK Richmond. Richmond is blessed with a rich and vibrant range of organisations wanting to help the community. We hugely value, and would like to thank, all those we work in partnership with, especially the 19 local charities who deliver services with us through the Community Independent Living Service Partnership, and the over 100 organisations that form part of Dementia Friendly Richmond. We strongly believe that people are best supported when we all work collaboratively together and for that reason we have felt particularly privileged to lead Richmond's Community Independent Living Service (CILS) Partnership for the past 5 years. We were delighted to be entrusted with that CILS leadership for the next 5 years and commit to further strengthening the practical partnerships, linkages and referral routes that we know are the bedrock of good support to people and to communities.

As a charity, we could not do what we do without the support of our funders. We would like to thank the London Borough of Richmond upon Thames for their continued support of our work and partnerships. We would also like to thank the NHS for supporting us to deliver the Nightingale service and Mental Health Peer Support. We are very grateful to our partners Hampton Fund, Richmond Foundation and Barnes Fund who continue to do so much to enable the work of us and our partners. We also thank Age UK national, Emanuel Hospital Foundation and Gibson Charitable Trust. Finally, we would like to thank all those who have donated directly and those who chose to make a lasting difference by leaving a gift to Age UK Richmond in their will - this individual support makes a huge and increasingly important difference.

Just as importantly, I must also thank our excellent team of staff and volunteers who care deeply about the older people we support and services we provide. Without their dedication and contribution, we would be unable to deliver the quality and depth of services we deliver.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

Finally, I'd like, on behalf of the Board and the organisation more widely, to thank Kate James for her work over the last 3 years chairing the Board until the end of December 2024, and for the valuable and lasting contribution she, and the organisation, has made to so many lives in Richmond.

Signed by:
247A9DF7B4C54EE...

Jonathan Mogford
Chair of Trustees

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the Charity for the year ended 31 March 2025.

PURPOSE & AIMS

Our Charity's purposes are as set out in the objects contained in the company's Articles of Association, with the outcome being the promotion of the wellbeing of older people.

During the year, we continued to work towards achieving our targets set out in our Strategic plan for the period September 21 - March 25.

Our mission under this Strategic Plan to provide support to help local older people to live healthier, happier and more independent lives and our vision is to aspire to create a community where all older people can love later life.

For the year ended 31 March 2025, our key strategic objectives were to:

- Deliver flexible, responsive and considered services and support to as many people in need of support across the borough, particularly those who may be considered more vulnerable.
- Provide a fully inclusive offer, continually reviewing our reach.
- Work in partnership to develop a dementia offering that meets the need of the community.
- Collaborate, build further partnerships, maximise resources and aim for excellence.

Trustees regularly consider Charity Commission guidance and updates, especially regarding public benefit. As an organisation we continue to ensure we deliver our multitude of services in line with our Articles of Association, maximising public benefit.

A new strategic plan has been developed for the period April 25 - March 28, with new mission & vison statements and updated strategic objectives.

ACHIEVEMENTS AND PERFORMANCE

It has been a successful year for the charity with 4,135 local older people in the London Borough of Richmond upon Thames benefiting from at least one of our services, and over 63,000 contacts. We continued to look for ways to develop our services and partnerships in line with our Strategic Plan, as well continue to deliver high-quality responsive services to those we support.

The services provided during the year included:

- Information & Advice, including support for those on lower incomes to claim benefits and other financial support while the cost of living has continued to increase.
- A wide range of social & wellbeing groups, activities and support delivered in our centres and at other locations across the borough - working in close partnership with others.
- Handyperson, gardening and housekeeping support to help older people to continue to live independently.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

- 'Connect to Tech' digital skills support and tutoring, designed to improve the digital skills of older people - including those new to digital technology.
- Dementia Friendly Richmond, working in close collaboration with a wide range of others throughout the borough to find ways to make the borough a more dementia inclusive place to live.
- Nightingale hospital discharge, working closely with the NHS to help support local older people once they had been discharged from hospital or had become unwell in the community - speeding up discharges and improving wellbeing once back at home.
- Mental Health Peer Support, working closely with the NHS, Richmond Borough Mind and other local charities to provide peer support to older people with mental health conditions as part of their recovery.

Our excellent staff & volunteers have been critical in the delivery of our services. Volunteers provided support throughout the organisation including with digital skills tutoring; fitting key safes; answering phone calls; as befrienders and in administrative roles among many others. We held volunteer thank you events; issued long service certificates and provided thank you vouchers to volunteers as part of our continued efforts to show how valued and important to our success they are.

PARTNERSHIP & LOCAL LEADERSHIP

We continued our leadership of the Community Independent Living Service (CILS) Partnership, working with Richmond Council and 19 other local voluntary organisations to support vulnerable adults of all ages to improve wellbeing and live independently. We also continued to lead a partnership of organisations through Dementia Friendly Richmond. Other services such as welfare benefits and Mental Health Peer Support were also delivered in close partnership with others. We sit on a wide range of strategic groups and forums and ensure regular attendance at community fairs and events.

INFORMATION & ADVICE

We saw continued significant demand for our Information & Advice service. This free and confidential service provides Information & Advice on a range of topics over the phone, at home and in community locations. The area of highest demand was for welfare benefits & financial advice during a period of continued high cost of living that has heavily impacted older people on lower incomes in particular. 1964 older people accessed this support during the year.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

WELLBEING SERVICES

1. Community Independent Living Service (CILS) Partnership, Groups and Centres

The CILS partnership delivered support to over 3,000 older people during the period - some services delivered directly by us, and some by our 19 local charity partners. Services included day, social & wellbeing opportunities for older people and unpaid carers; accessible car transport; dementia support; specialist support for those with neurological conditions; peer support groups for those with mental health conditions; groups for adults with learning disabilities and support for minority groups.

Our own social & wellbeing centres, groups and activities continued to be well utilised during the year with 1,476 older people and over 45,000 attendances. High demand was particularly seen for social events, outings and exercise classes. As well as at our three centres, we delivered services at several other community venues throughout the borough.

Such support plays a key role in tackling social isolation, building connections and improving wellbeing among local older people as well as reducing the need for other health & social care services. 86% of those providing feedback said our support helped them remain independent or improve health and mobility.

2. Connect To Tech digital support

Our free of charge 'Connect to Tech' digital inclusion program provided 755 sessions of support - one to one and in groups, in community locations and in homes. We particularly focused on those living alone and without access to technology. The service included providing free tablets with built in internet connectivity with volunteer tutor support. 87% of those providing feedback said that their digital skills had improved through using the service, and we know that having improved digital skills directly improves wellbeing and supports independent living.

3. Dementia Friendly Richmond

Our Dementia Friendly Richmond programme aims to make Richmond upon Thames a more dementia inclusive borough, working in partnership with organisations, businesses and individuals. Organisations pledge two actions that they can take, and we also delivered dementia friendly training. At the end of the year, 117 organisations had joined the programme.

4. Mental Health Peer Support

We have continued to work in partnership with South West London & St George's Mental Health NHS Trust, Richmond Borough Mind, Richmond AID and Crossroads Care Richmond & Kingston to provide free peer support to older people with a severe or enduring mental health conditions as part of their recovery journey. Feedback shows that peer support made a real difference to the mental health, confidence and wellbeing of those using the service.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

HOME SERVICES

We delivered a range of practical services to older people at home that are designed to help them live independently, improve safety and enhance wellbeing. The three main services delivered were handyperson / home maintenance, gardening and housekeeping. The services are highly trusted by older people and give them peace of mind in a borough where older people are often targeted by scams.

Our handyperson service focuses on smaller jobs that directly support independent living and make home safer. The service is chargeable but heavily subsidised, and we continued to ensure the service was as accessible as possible for those on the lowest incomes by having a further reduced charge for those in receipt of pension credit. 1,023 older people and unpaid carers benefitted from the service during the year. 86% of those providing feedback said the service helped them live independently.

Our housekeeping service provides a highly valuable service to help older people live independently at home and is often used alongside packages of care.

NIGHTINGALE HOSPITAL DISCHARGE

Our extremely busy free of charge Nightingale home from hospital service continued to provide much needed support to older people when they were discharged from hospital or became unwell in the community - supporting the NHS by speeding up discharges and keeping patients supported at home to avoid early readmission, as well as improving the wellbeing of particularly vulnerable older people after periods in hospital. Or team provide a range of support including fitting key safes; providing advice; collecting prescriptions; shopping, moving furniture and arranging equipment deliveries.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2017 and again in 2020. This new constitution is based on the Age UK national charity (Age UK) constitution which is itself approved by the Charity Commission. In the event of the company being wound up members, now restricted to trustees, are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the Charity are entitled to appoint persons to the Board of Trustees. The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Executive Officer (CEO) and Finance Manager in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the Charity satisfies its legal and contractual obligations. At present the Board has 9 members from a variety of professional backgrounds relevant to the work of the Charity. The CEO also attends board meetings but has no voting rights.

Equality, Diversity and Inclusion

Our EDI Policy is kept updated to reflect our ongoing commitment to EDI. Staff and volunteers complete EDI training.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the Charity is exposed, in particular those relating to the operations and finances of the Charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews the risks faced by the Charity and the steps and procedures needed to avoid or mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day-to-day operation of the organisation rests with the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own services, direction and funding. Age UK Richmond upon Thames is a local partner of the national charity Age UK.

Age UK Richmond upon Thames is the parent company in the Group, which also includes two subsidiaries, Age UK Richmond Services Ltd (AUK RSL) and Age UK Richmond Handyperson Service Ltd (AUK HPS). AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contract and a range of handyperson and gardening services.

AUK HPS is dormant, and application will be made to have it removed from the register of companies at Companies House.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

PAY POLICY FOR SENIOR MANAGEMENT

The Board of Directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the Charity in charge of directing, controlling, running and operating the Charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of all staff including the senior staff is reviewed annually. Trustees have available to them benchmarks against comparable roles for other locally based charities and other comparable Age UK's when determining salary levels and other employment benefits.

LOOKING AHEAD

We continue to develop and adapt our strategic plan and associated business plan to adapt to the changing needs of older people and the wider environment we operate in. Looking ahead we aim to:

- Continue our focus on the more vulnerable older people, including those on lower incomes and unpaid carers.
- Look for ways to increase engagement with our social & wellbeing centres and wider activities, working closely with other similar services in partnership.
- Continue our work to influence and improve dementia provision in the borough, working with our NHS and local authority partners.
- Look for ways to further diversify our income and look to develop our services to reflect changing needs.
- Continue to develop our partnerships, and face challenges together. This will include looking at options with other Age UKs to work at a wider South-West London level.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the Charity are by way of grant income, legacies, donations, income from activities and income from our trading subsidiary companies. Total income for the year increased by 3.8% or £88k in the year to £2.436m. Expenditure increased by 8.3% or £180k to £2.351m producing a surplus of £85k compared with a surplus of £177k in the previous year.

During the year we received financial support from the London Borough of Richmond upon Thames (LBRuT), the Hampton Fund, the Richmond Foundation, Age UK National, Barnes Fund, Emanuel Hospital Foundation, The GC Gibson Charitable Trust, the NHS as well as support from others.

Income & Expenditure

Total income for the year was £2,435,941 (2023/24 - £2,347,699) which included profits donated by the trading subsidiary. Total expenditure for the year was £2,351,148 (2023/24 - £2,171,032). Staffing costs account for 44% of total costs, with our CiLS partner costs at 37% and premises costs at 7%. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company of the Group which includes two wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL). AUK HPS is dormant, and an application will be made to have it removed from the register of companies at Companies House.

Investment Policy

The investment policy states that no investments shall be made other than in cash deposits with banks approved by the Board; shares in any subsidiary company, and any investment in a body carrying on activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames reviewed its reserves policy during the year, together with all financial procedures, to ensure the Charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and information and advice services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted funds as shown in note 21 of these accounts is £983,644 (2023/24 - £898,851) meets the reserve funding objective.

It is a principle of the policy that unrestricted funds, not required as working capital or for other purposes, should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

REFERENCE AND ADMINISTRATIVE DETAILS

Patrons	Sarah Olney MP Munira Wilson MP
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	The White House Community Centre 45 The Avenue Hampton TW12 3RN
Trustees	Sandra Aldridge Liz Baran Erin Coburn-Kutay (appointed on 23/05/2024) Clare Dixon (retired on 31/05/2024) Kim Flitcroft (retired on 17/11/2024) Kate James (retired on 31/12/2024) David King - *Treasurer* Denise Mahoney Alan McNab John Mikucki (appointed on 23/05/2024) Jonathan Mogford - *Chair* (appointed on 01/01/2025) Judith Rutherford
Company Secretary	David Baggs
Chief Executive Officer	Gavin Shand
Auditors	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon, London SW19 4EU
Bankers	Barclays Bank plc CAF Bank Ltd HSBC Bank plc
Solicitors	IBB Law LLP and Russell Cooke LLP

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames 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 that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information (as defined by section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware; and
- each trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Signed on behalf of the Board of Trustees

Signed by:
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Jonathan Mogford
Chair

Date 21st August 2025

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 the parent charitable company's affairs as at 31 March 2025 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the groups or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

In connection with our audit of the financial statements, 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 or a material misstatement of the other information. 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.

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, including the strategic report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic 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 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' annual report, 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 the 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 the parent charitable company or to cease operations, or have no realistic alternative but to do so.

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Auditors' 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 auditors' 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.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- the nature of the industry and sector, control environment and the group and parent charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the groups and parent charitable company's documentation of their 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 of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the parent charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and parent charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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 auditors' 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.

Jonathan Askew, FCA (Senior statutory auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditor
Chartered Accountants
Fourth Floor, Tuition House
27/37 St George's Road
London
SW19 4EU

[23 SEPTEMBER] 2025

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(including consolidated income and expenditure account)

Year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income					
Donations and memberships	3	55,273	-	55,273	50,424
Commercial trading activities	4/5	86,277	-	86,277	65,203
Income from charitable activities	6	465,954	1,789,559	2,255,513	2,211,979
Investment income - bank interest		38,878	-	38,878	20,093
Total Income		646,382	1,789,559	2,435,941	2,347,699
Expenditure					
Raising funds		(2,395)	-	(2,395)	(921)
Commercial trading activities	4/5	(107,144)	-	(107,144)	(89,841)
Expenditure on charitable activities	7	(375,103)	(1,866,506)	(2,241,609)	(2,080,270)
Total Expenditure	8	(484,642)	(1,866,506)	(2,351,148)	(2,171,032)
Net income / (expenditure) for the year	12	161,740	(76,947)	84,793	176,667
Transfers between funds	22/23	(76,947)	76,947	-	-
Net movement in funds for the year		84,793	-	84,793	176,667
Reconciliation of funds					
Total funds brought forward		898,851	-	898,851	722,184
Total funds carried forward		983,644	-	983,644	898,851

The Statement of Financial Activities includes all gains and losses recognised in the year and therefore a statement of total recognised gains and losses has not been prepared. All income and expenditure derive from continuing activities. The comparative statement of Financial Activities is shown in note 25.

The notes on pages 19 to 36 form part of these financial statements.

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AGE UK RICHMOND UPON THAMES

CONSOLIDATED BALANCE SHEET

Year ended 31 March 2025

		The Group		The Charity	
		2025	2024	2025	2024
	Note	£	£	£	£
Fixed Assets					
Tangible assets	15	19,071	15,313	-	-
Investments	16	-	-	2	2
		19,071	15,313	2	2
Current Assets					
Stock	17	8,370	5,501	-	-
Debtors	19	234,107	611,133	99,021	173,548
Cash at bank and in hand		1,431,766	1,254,382	1,210,921	1,086,904
		1,674,243	1,871,016	1,309,942	1,260,452
Current Liabilities					
Creditors: Amounts falling due within one year	20	(709,670)	(987,478)	(366,701)	(412,944)
Net Current Assets		964,573	883,538	943,241	847,508
Total Assets Less Current Liabilities & Total Net Assets		983,644	898,851	943,243	847,510
The Funds of the Charity:					
Unrestricted income funds	21	983,644	898,851	943,243	847,510
Restricted income funds	22	-	-	-	-
Total Charity Funds		983,644	898,851	943,243	847,510

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 circulated to members of the company.

They were approved by the Board of Trustees on 21st August 2025 and signed on their behalf by:

Signed by:
247A9DE7B4C54EE...

Jonathan Mogford
Chair

David King
Treasurer

The notes on pages 19 to 36 form part of these financial statements.

Docusign Envelope ID: 96B465F4-E420-49E5-B4FD-46C40D38A0AE

CONSOLIDATED STATEMENT OF CASH FLOWS

Year ended 31 March 2025

	Note	The Group 2025 £	£	The Group 2024 £	£
Cash flows from operating activities					
Net movement in funds for the year			84,793		176,667
add:					
depreciation charge	15	6,820		3,090	
less:					
Interest received		(38,878)		(20,093)	
(Loss)/Gain on sale of tangible fixed asset		1,270		800	
other adjustments:		-		-	
(increase) / decrease in stocks	17	(2,869)		(2,451)	
(increase) in debtors	19	377,023		(360,134)	
increase in creditors	20	(277,808)		428,068	
			65,558		49,280
Net cash flows from operating activities			150,351		225,947
Cash flows from investing activities					
Interest received		38,878		20,093	
Sale of tangible fixed asset		150		-	
Purchase of tangible fixed assets	15	(11,995)		(19,203)	
Net cash flows from investing activities			27,033		890
Cash flows from financing activities		-		-	
Net cash flows from financing activities			-		-
Increase / (decrease) in cash and cash equivalents in the year			177,384		226,837
Cash and cash equivalents at the beginning of the year			1,254,382		1,027,545
Cash and cash equivalents at the end of the year			1,431,766		1,254,382

The notes on pages 19 to 36 form part of these financial statements.

1 Accounting policies

The Charity is a company limited by guarantee registered in England & Wales and has no share capital. The charity's registered office address is The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN. Its registered company number is 4116911 and its charity number is 1084211.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2025 the company had 9 members (2024 - 9 members). During the year the Charity's constitution was amended to reflect the class of individuals to be known as members is now simply the charity's trustees.

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

a) Basis of preparation

These financial statements were 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 Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

The parent company, Age UK Richmond, also known as "the Charity" is included in the consolidated financial statements, and is considered to be a qualifying entity in that it meets the definition of a public benefit entity under FRS 102. The following exemptions available under FRS 102 in respect of certain disclosure requirements for the parent company financial statements have been applied:

- No separate parent company Cash Flow Statement with related notes is included.
- The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102, not to disclose related party transactions with wholly owned subsidiaries within the group.

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

b) Preparation of the accounts on a going concern basis

The trustees are satisifed that the Group is a going concern and that these accounts should be prepared on that basis. With the continuing uncertain economic outlook the trustees and C.E.O. remain in regular contact with our sponsoring local authorities and grant funders to secure their ongoing financial support.

Against this background the Group reported a cash inflow of £177,384 for the year (2024 - £226,837) and a cash inflow of £124,017 (2024 - £331,733) for the Charity alone. The Charity also has unrestricted funds totalling £943,243 (2024 - £847,510).

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months following the approval of these financial statements. The budgeted income and expenditure is sufficient with the existing level of reserves for the Charity to be able to continue as a going concern.

c) Group financial statements / basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408(3) of the Companies Act 2006.

1 Accounting policies - cont.

d) Income

Income is recognised in the SOFA 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 the amount can be measured reliably.

Grants receivable are recognised in the SOFA for the period which the Charity becomes entitled to the income. Grants received that have restrictions on entitlement relating to services that have not yet been delivered are treated as deferred income at the balance sheet date (see note 20). Grants received without any restriction on entitlement are recognised in full upon award.

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 been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from the provision of help at home services and community service activities is recognised as earned when the related services are provided.

Membership subscriptions are recognised as income over the period in which membership benefits accrue. All subscriptions run to 31 March with rates reducing for memberships less than 1 year.

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit form 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), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

On receipt, donated 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 in the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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 or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. See Note 21 for more information. Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. See Note 22/23 for more information.

1 Accounting policies - cont.

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 headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, 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. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity programmes and activities. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9 to the accounts.

j) Governance costs

Governance costs include the costs of compliance with constitutional and statutory requirements, external audit, and the costs of legal advice and insurance for the trustees.

k) Operating leases

Operating leases are where substantially all of the benefits and risks of ownership remain with the lessor. Rentals payable under operating leases are charged to the SOFA as incurred on a straight line basis over the term of the lease, or the period to the next rent review.

l) Significant accounting judgements and estimates

In preparing these financial statements management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

m) Tangible fixed assets

Individual fixed assets costing £1,500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on the following basis:

Asset category	Annual rate
Motor vehicles -	33% reducing balance
Plant & equipment -	25% straight line

1 Accounting policies - cont.

n) Stock

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

o) 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 discount due.

p) Cash at bank and in hand

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

q) 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 discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

r) Financial instruments

The Charity only has financial assets and 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 rate. The Charity does not have any bank loans.

s) Pensions

The Charity operates a defined contribution group personal pension plan with Scottish Widows which is available to all employees. The scheme was originally with Zurich Assurance and the scheme assets, following legal approval by the Courts, were transferred to Scottish Widows. Employees joining the scheme contract directly with the insurance company. The Charity contributes 5% of earnings to the scheme and acts as agent in collecting and paying over employee pension contributions. The assets of the scheme are held separately from those of the Charity and the annual contributions are charged to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as accruals in the balance sheet.

t) Corporation tax

The Charity is considered to meet the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 as any surplus income and gains are applied for charitable purposes. The charity's trading subsidiary companies pay available profits to the Charity by gift aid donation. Their charge to corporation tax in the year is £nil. (2024 - £nil.)

2. Financial performance of the charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries, Age UK Handyperson Service Ltd and Age UK Richmond Services Ltd.

Age UK Richmond Services Ltd provides services to the people of Richmond under the council's Community Independent Living Service initiative and home maintenance contract. Both of these contracts are with the London Borough of Richmond Upon Thames and are operated through trading subsidiaries for legal and commercial reasons.

The summary financial performance of the Charity alone stated below:	The Charity 2025 £	2024 £
Income	1,220,840	973,587
Gift aid from subsidiary company		
- Age UK Richmond Handyperson Service Ltd	6,983	1,294
- Age UK Richmond Services Ltd	44,358	68,118
	1,272,181	1,042,999
Expenditure on charitable activities	(1,176,448)	(848,261)
Net income for the year	95,733	194,738
Total funds brought forward	847,510	652,772
Total funds carried forward	943,243	847,510
Represented by:		
Unrestricted income funds	943,243	847,510
Restricted income funds	-	-
	943,243	847,510

3. Income from donations & memberships	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Donations			
Nightingale	339	339	981
Wellbeing services	5,631	5,631	5,972
Head office	26,354	26,354	20,574
Total donations	32,324	32,324	27,527
Membership subscriptions - social centres	22,949	22,949	22,897
	55,273	55,273	50,424

In accordance with the Charities SORP (FRS 102), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

4. Income from commercial trading activities

Age UK Richmond Handyperson Service Ltd, a Company registered in England and Wales, with Company registration number 08150786 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company.

The Company was dormant throughout the year. The services it used to provide are now done so though the charity's other subsidiary, Age UK Richmond Services Ltd. A summary of its trading results, excluding transactions within the group, is shown below for the year ended 31 March 2025.

Gift Aid payments are treated as a distribution from the subsidiary to the charity and as such are only recognised when there is a legal obligation to make the payment. The gift aid payment was made after the year end and so is not recognised in either of these consolidated financial statements or the financial statements of the subsidiary.

	Year Ended 31 March 2025	Year Ended 31 March 2024
	£	£
Help at home services	-	65,203
Grant funding	-	31,621
Total turnover	-	96,824
Cost of sales and administrative costs	-	(89,841)
Net profit	-	6,983
Amount gift aided to charity	(6,983)	(1,294)
Amount retained in subsidiary	(6,983)	5,689
The assets and liabilities of Age UK Handyperson Service Ltd were:	£	£
Current assets	1	8,950
Current liabilities	-	(1,966)
Total net assets	1	6,984
Share capital	1	1
Reserves	-	6,983
Total Capital and Reserves	1	6,984

5. Subsidiary undertakings

During the year the Age UK Richmond Upon Thames Group carried out activities through two wholly owned trading subsidiaries.

Details of Age UK Richmond Handyperson Service Ltd and its results are disclosed in note 4 to the financial statements.

Age UK Richmond Services Ltd, a Company registered in England and Wales, with Company registration number 08809742 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company. A summary of its results is shown below for the year ended 31 March 2025. Surpluses generated are transferred to the charity (parent company) by way of gift aid donation.

	Year Ended 31 March 2025	Year Ended 31 March 2024
	£	£
Contracts	1,346,581	1,194,286
Commercial trading activities - Help at home services	96,870	-
Total turnover	1,443,451	1,194,286
less: Inter-group sales	(10,593)	-
Nett turnover	1,432,858	1,194,286
Cost of sales and administrative costs - Contracts	1,499,601	1,149,928
Cost of sales and administrative costs - Commercial trading activities	(107,144)	-
Net operating profit	40,401	44,358
Amount gift aided to charity	(44,358)	(68,118)
Amount retained in subsidiary	(3,957)	(23,760)
The assets and liabilities of Age UK Richmond Services Ltd were:	£	£
Total assets	440,050	675,353
Current liabilities	(399,648)	(630,993)
Total net assets	40,402	44,360
Share capital	1	1
Reserves	40,401	44,359
Total Capital and Reserves	40,402	44,360

6. Income from charitable activities

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
	£	£	£	£
Information & advice	113,306	114,363	227,669	261,803
Nightingale project	3,500	191,229	194,729	193,018
Wellbeing services	170,018	1,382,185	1,552,203	1,501,246
Help at home services	179,130	101,782	280,912	255,912
	465,954	1,789,559	2,255,513	2,211,979

Breakdown by category	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Information & advice	£	£	£	£
LBRuT - Home maintenance contract	-	-	-	6,540
LBRuT - Cost of living grant	38,667		38,667	38,665
LBRuT - commissioning (Richmond AID)	-	40,788	40,788	39,600
AGE UK National	7,500	-	7,500	58,616
Richmond Foundation	26,000	-	26,000	4,300
Hampton Fund	-	64,200	64,200	64,200
The Barnes Fund	3,134	-	3,134	3,134
Emanuel Hospital Foundation	-	9,375	9,375	12,500
GC Gibson Charitable Trust	5,000	-	5,000	4,000
Total grant & contract income	80,301	114,363	194,664	231,555
Activities income	180	-	180	248
Legacy income	32,825	-	32,825	30,000
	113,306	114,363	227,669	261,803

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Nightingale Service	£	£	£	£
Richmond Foundation	1,500	-	1,500	3,000
The Barnes Fund	2,000	-	2,000	2,000
London Borough Richmond Upon Thames	-	110,229	110,229	107,018
Better Care Fund	-	81,000	81,000	81,000
	3,500	191,229	194,729	193,018

6. Income from charitable activities - cont.

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	2025	2025	2025	2024
Wellbeing services	£	£	£	£
LBRuT - Digital inclusion	-	55,236	55,236	47,900
LBRuT - Dementia friendly Richmond	-	27,973	27,973	27,560
LBRuT - CiLS contract	-	1,240,196	1,240,196	1,193,571
NHS Mental Health peer support		58,780	58,780	49,603
Age UK National	-	-	-	45,153
Richmond Foundation	4,740	-	4,740	4,740
The Barnes Fund	5,133	-	5,133	5,133
Total grant & contract income	9,873	1,382,185	1,392,058	1,373,660
Lettings income	17,500	-	17,500	15,340
FiSH Neighbourhood Care	1,617	-	1,617	1,617
Activities income	141,028	-	141,028	110,629
	170,018	1,382,185	1,552,203	1,501,246
Help at home services				
Housekeeping services	158,497	-	158,497	147,787
LBRuT - Home maintenance contract	-	86,782	86,782	77,242
Richmond Foundation	15,500	-	15,500	11,000
Hampton Fund	-	15,000	15,000	14,750
The Barnes Fund	5,133	-	5,133	5,133
	179,130	101,782	280,912	255,912

7. Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2025	2025	2025	2024
		£	£	£	£
Information & advice		33,871	114,363	148,234	155,770
Nightingale Service		4,155	191,229	195,384	189,033
Wellbeing services		284,093	1,294,277	1,578,370	1,442,485
Help at home services		16,809	101,782	118,591	104,653
Support costs	9	25,175	160,606	185,781	170,032
Governance costs	10	11,000	4,249	15,249	18,297
		375,103	1,866,506	2,241,609	2,080,270

8. Analysis of total expenditure

		Total Funds 2025 £	Total Funds 2024 £
Salary, NI & pensions	11	1,025,616	907,384
Recruitment, training, travel & volunteering		32,888	31,728
Premises costs		160,606	154,197
Office expenses		61,306	44,997
General Insurances		5,026	4,092
Publicity & promotions		7,112	8,302
Activity expenditure		165,771	164,852
Depreciation & loss on sale of motor vehicles		8,090	3,090
Community Services partner costs		869,484	834,093
Governance costs	10	15,249	18,297
		2,351,148	2,171,032

9. Support costs

	Office £	Premises £	2025 Total £	2024 Total £
Information & advice	8,337	24,647	32,984	29,989
Nightingale Service	1,150	-	1,150	799
Wellbeing services	15,188	135,959	151,147	138,601
Help at home services	500	-	500	643
	25,175	160,606	185,781	170,032

Cost allocation includes an element of judgement. Costs are allocated directly where possible and allocations have been calculated on a consistent basis year on year. Premises costs are allocated on the basis of head count and office expenses are on the basis of estimated time spent.

10. Governance costs

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
AGM & governance meetings	-	-	-	-
Audit fees	7,750	-	7,750	10,993
Other non audit services	3,250		3,250	3,250
Legal & professional fees	-	4,249	4,249	4,054
	11,000	4,249	15,249	18,297

11. Staff costs and staff numbers

All staff are employed by the Charity although there are a number of staff who provided support to both the charitable and trading activities of the Group. The salaries of these staff are recharged to the relevant part of the group in proportion to the amount of time spent on work to support that part of the group. This is formalised in a cost sharing agreement between the Charity and the trading subsidiary.

Total staff costs were as follows:	2025	2024
	£	£
Wages and salaries	892,134	791,732
Social security costs	65,726	53,938
Pension costs	67,756	61,714
	1,025,616	907,384

Particulars of employees:

The average number of employees during the year on a head count basis was 54 (2024 - 52).

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:	2025	2024
	No.	No.
Information & advice	5	5
Wellbeing services	12	11
Help at home services	13	11
Nightingale Service	5	6
	35	33

Key Management personnel for the Group are the senior management team totalling 2 employees. Remuneration and employer NIC's & pension costs (total emoluments) amounted to £132,234 (2024 - £124,800). One employee received emoluments of more than £60,000 during the year. (2024 - One).

12. Net income / (expenditure) for the year

This is stated after charging:	2025	2024
	£	£
Operating lease rentals - land & buildings	112,381	112,235
Auditors' remuneration:		
- Audit of these financial statements	6,300	6,300
- Audit of subsidiary companies	5,000	5,000

13. Funds dispersed as an Agent

The Charity acts on behalf of two charities; Richmond Parish Lands Charity (RPLC) & The Richmond Charities in making small grants to individuals resident in the borough who are in need, suffering hardship or distress. The Charity holds these monies as agent for the two charities.

During the year £5,000 (2024 - £13,000) was received from The Richmond Charities and £2,700 (2024 - £2,700) was received from RPLC and £10,532 (2024 - £14,965) was paid out to 40 (2024 - 66) individuals with no grant exceeding £500. These grants do not pass through the Statement of Financial Activities.

At 31 March 2025 £5,381 (2024 - £8,153) was held on behalf of The Richmond Charities and £3,180 (2024 - £3,228) was held on behalf of Richmond Foundation.

14. Commitments under operating leases

Minimum lease payments under non-cancellable operating leases for each of the following periods:

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Within one year	74,143	74,143	10,083	10,083
Between two to five years	256,240	37,368	-	-
Over five years	64,060	-	-	-
	394,443	111,511	10,083	10,083

Other financial commitments as follows:

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Within one year	23,975	23,975	-	-
Between two to five years	95,900	13,985	-	-
Over five years	23,975	-		-
	143,850	37,960	-	-

Obligations under both the lease payments and other financial commitments commenced on 1 November 2019 and expire on 31 October 2035, although there are break clauses linked to the Community Independent Living Contract (CiLS) with the Council.

See note 12 for operating lease payments recognised as an expense in the year.

15. Tangible fixed assets

The Group	Equipment	Motor Vehicles	Total	2024 Total
	£	£	£	£
Cost				
At 1 April 2024	60,324	19,203	79,527	80,281
Additions	-	11,995	11,995	19,203
Disposals	-	(1,700)	(1,700)	(19,957)
At 31 March 2025	60,324	29,498	89,822	79,527
Depreciation				
At 1 April 2024	60,324	3,890	64,214	80,281
Charge for the year	-	6,820	6,820	3,890
Released on disposal	-	(283)	(283)	(19,957)
At 31 March 2025	60,324	10,427	70,751	64,214
Net book value				
At 31 March 2025	-	19,071	19,071	15,313
At 31 March 2024	-	15,313	15,313	-

The Charity	Equipment	Motor Vehicles	Total	2024 Total
	£	£	£	£
Cost				
At 1 April 2024	60,324	-	60,324	60,324
At 31 March 2025	60,324	-	60,324	60,324
Depreciation				
At 1 April 2024	60,324	-	60,324	60,324
At 31 March 2025	60,324	-	60,324	60,324
Net book value				
At 31 March 2025	-	-	-	-
At 31 March 2024	-	-	-	-

16. Investments

The Charity has two subsidiary undertakings, Age UK Richmond Services Limited (UK registered company No. 08809742) and Age UK Richmond Handyperson Service Limited (UK registered company No. 08150786). Both have an issued share capital of £1 and are 100% owned by the Charity.

	2025	2024
	£	£
Age UK Richmond Handyperson Service Limited	1	1
Age UK Richmond Services Limited	1	1
At 31 March 2025 and at 31 March 2024	2	2

17. Stock

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Stock for resale	8,370	5,501	-	-

18. Trustee emoluments & related party transactions

The trustees received no remuneration for their services to the Charity. The trustees received no reimbursed expenses for their duties as a Director/Trustee.

Indemnity insurance is provided for trustees as part of our combined business insurance policy.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year (2024 - £ nil).

No trustee made any donations during the year as part of our fundraising efforts (2024 - £nil).

19. Debtors

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	35,338	462,593	28,085	87,117
Amounts owed by group undertakings	-	-	56,678	85,731
Prepayments & accrued income	13,592	700	14,258	700
Deferred costs	185,177	147,840	-	-
	234,107	611,133	99,021	173,548

20. Creditors: amounts falling due within one year

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	218,142	221,391	34,627	54,738
Amounts owed to group undertakings	-	-	-	58,416
Taxation and social security	15,995	75,191	13,764	11,976
Deferred income	118,500	439,495	118,500	128,650
Accruals & other creditors	357,033	251,401	199,810	159,164
	709,670	987,478	366,701	412,944

Analysis of movement of deferred income

	Balance at 1 April 2024	Receipts	Utilised	Balance at 31 March 2025
	£	£	£	£
LBRuT - Nightingale	10,000	110,228	110,228	10,000
Better Care Fund	81,000		81,000	-
Age UK National	(7,179)	14,679	7,500	-
The Barnes Fund	7,700	15,400	15,400	7,700
London Borough Richmond Upon Thames	14,689	294,338	308,227	800
GC Gibson Charitable Trust	-	5,000	5,000	-
Emanuel Hospital Foundation	-	9,375	9,375	-
Richmond Foundation	22,440	50,300	47,740	25,000
Hampton Fund	-	154,200	79,200	75,000
The Charity	128,650	653,520	663,670	118,500
London Borough Richmond Upon Thames	310,845	1,240,197	1,551,042	-
The Group	439,495	1,893,717	2,214,712	118,500

21. Analysis of movement in unrestricted income funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Balance at 1 April 2024	898,851	722,184	847,510	652,772
Income	646,382	571,162	697,723	640,574
Expenditure	(484,642)	(388,890)	(525,043)	(440,231)
Transfers	(76,947)	(5,605)	(76,947)	(5,605)
Balance at 31 March 2025	983,644	898,851	943,243	847,510

22. Analysis of movement in restricted income funds - the Group

Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. The Charity has the following restricted funds.

Information, advice & advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Wellbeing services: This fund is for the work of outreach and operating our social centres for older people in Richmond upon Thames.

Handyperson scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Nightingale project: This fund provides support to older people resident in Richmond upon Thames following discharge from hospital.

	Balance at 1 April 2024	Income	Expenditure	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Information & advice	-	114,363	(139,010)	24,647	-
Nightingale Project	-	191,229	(191,229)	-	-
Wellbeing services	-	1,382,185	(1,430,236)	48,051	-
Help at home services	-	101,782	(106,031)	4,249	-
	-	1,789,559	(1,866,506)	76,947	-

Deficiencies on various restricted funds has been made good from unrestricted funds where the restricted fund have overspent during the year.

23. Analysis of movement in restricted income funds - the Charity

	Balance at 1 April 2024	Income	Expenditure	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Information & advice	-	114,363	(139,010)	24,647	-
Nightingale project	-	191,229	(191,229)	-	-
Wellbeing services	-	40,207	(88,258)	48,051	-
Help at home services	-	101,782	(106,031)	4,249	-
	-	447,581	(524,528)	76,947	-

24. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Unrestricted income funds:				
General Funds	19,071	-	964,573	983,644
Total Funds	19,071	-	964,573	983,644

25. Consolidated statement of financial activities - prior year

	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
Income	£	£	£	£
Donations and memberships	50,424	-	50,424	43,404
Commercial trading activities	65,203	-	65,203	57,791
Income from charitable activities	435,442	1,776,537	2,211,979	1,990,755
Investment income	20,093	-	20,093	5,715
Total Income	571,162	1,776,537	2,347,699	2,097,665
Expenditure				
Raising funds	(921)	-	(921)	(3,234)
Commercial trading activities	(89,841)	-	(89,841)	(70,064)
Expenditure on charitable activities	(298,128)	(1,782,142)	(2,080,270)	(1,919,254)
Total Expenditure	(388,890)	(1,782,142)	(2,171,032)	(1,992,552)
Net income / (expenditure) for the year	182,272	(5,605)	176,667	105,113
Transfers between funds	(5,605)	5,605	-	-
Net movement in funds for the year	176,667	-	176,667	105,113
Reconciliation of funds				
Total funds brought forward	722,184	-	722,184	617,071
Total funds carried forward	898,851	-	898,851	722,184

26. Analysis of movement in unrestricted income funds - prior year

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Balance at 1 April 2023	722,184	617,071	652,772	528,569
Income	571,162	485,858	640,574	574,360
Expenditure	(388,890)	(376,150)	(440,231)	(445,562)
Transfers	(5,605)	(4,595)	(5,605)	(4,595)
Balance at 31 March 2024	898,851	722,184	847,510	652,772

27. Analysis of movement in restricted income funds - the Group prior year

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Information & advice	-	171,456	(175,947)	4,491	-
Nightingale Project	-	188,018	(188,018)	-	-
Wellbeing services	-	1,325,071	(1,322,131)	(2,940)	-
Help at home services	-	91,992	(96,046)	4,054	-
	-	1,776,537	(1,782,142)	5,605	-

28. Analysis of movement in restricted income funds - the Charity prior year

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Information & advice	-	171,456	(175,947)	4,491	-
Nightingale Project	-	188,018	(188,018)	0	-
Wellbeing services	-	130,785	(127,845)	(2,940)	-
Help at home services	-	14,750	(14,750)	-	-
	-	505,009	(506,560)	1,551	-

29. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
Restricted income funds:	£	£	£	£
Wellbeing services	-	-	-	-
Unrestricted income funds:				
General Funds	15,313	-	883,538	898,851
Total Funds	15,313	-	883,538	898,851

AGE UK RICHMOND UPON THAMES

England & Wales - Charity number 1084211

Accounts

AGE UK RICHMOND UPON THAMES

COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2024

Company Registration Number - 4116911

Charity Registration Number - 1084211

CONTENTS

	PAGE
Chair's statement	1 - 2
Trustees' annual report	3 - 11
Independent auditors' report to the members	12 - 15
Consolidated statement of financial activities (incorporating the income and expenditure account)	16
Consolidated balance sheet	17
Consolidated statement of cash flows	18
Notes to the financial statements	19 - 39

AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2024

Age UK Richmond's mission is to provide support for older people in Richmond upon Thames to help them live happier, healthier and more independent lives. Our services make a real difference to older people, family members and carers across the borough. I am pleased to say we have had another successful year, working in close partnership with many others.

We are grateful to the London Borough of Richmond for their continued support of our work. This includes the Age UK Richmond led Community Independent Living Service (CILS), handyperson service, 'Connect to Tech' digital inclusion project, much needed welfare benefits & financial advice, Dementia Friendly Richmond and our busy Nightingale home from hospital service. We also thank our NHS partners for their continued support to deliver our Nightingale service at an enhanced level, enabling more older people to be supported safely at home after discharge.

We also continue to be very grateful for the continued support of our local charitable trust funders who are so important to our work - Hampton Fund, Richmond Parish Lands Charity and the Barnes Fund. Their continued support and flexibility has allowed us to continue to deliver many of our key services across the borough, in particular Information & Advice. We also thank Age UK National, Age UK London, Emanuel Hospital Foundation and Gibson Charitable Trust for their support.

Partnership is important to us. We would like to thank all those we work in partnership with, including our 19 partner organisations who deliver services with us through the Community Independent Living Service.

We made good progress in many areas during the year. This included increasing the financial gains achieved for older people through our welfare benefits service; increasing our recognition of unpaid carers and further increasing the number of organisations forming part of our Dementia Friendly Richmond partnership. We also achieved the externally audited Charity Quality Standard (CQS), ensuring we are meeting a range of assessed standards and indicators of good governance and well managed charities. Our new Mental Health Peer Support service, working in partnership with Richmond Borough Mind and other local charities had a successful first year.

Looking forward, we aim to continue to look for ways to improve and expand our support for all older people, particularly the most vulnerable. We are keen in particular to try and ensure older adults with dementia and their carers are able to get the support they need.

One of the highlights of the year was to have been chosen as one of the Mayor's charities. Several fundraising events took place including quizzes, wine tasting and a fish and chip cruise on the Thames. These also helped to raise our profile and awareness of the charity's work. We thank the Mayor and her team for their support.

This is my final year as Chair of Age UK Richmond and I have been grateful for the support I have received from my excellent Board of Trustees. This year we said goodbye to two of our Trustees, Anne McKee and Tina Ruygrok who both made significant contributions over the last 5 years.

Finally, I must thank our team of dedicated staff who are committed to providing high quality services to older people. They are supported by a group of over 100 enthusiastic and skilled volunteers. Without the contribution of our staff and volunteers, we could not deliver the level and quality of service we do.

I know that I will be passing on a healthy and forward looking organisation to my successor.

Kate James

Kate James
Chair of Trustees

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the Charity for the year ended 31 March 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2017 and again in 2020. This new constitution is based on the Age UK national charity (Age UK) constitution which is itself approved by the Charity Commission. In the event of the company being wound up members, now restricted to trustees, are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the Charity are entitled to appoint persons to the Board of Trustees. The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Executive Officer (CEO) and Finance Manager in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the Charity satisfies its legal and contractual obligations. At present the Board has 10 members from a variety of professional backgrounds relevant to the work of the Charity. The CEO also attends board meetings but has no voting rights.

Equal Opportunities

Age UK Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the Charity is exposed, in particular those relating to the operations and finances of the Charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews the risks faced by the Charity and the steps and procedures needed to avoid or mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day-to-day operation of the organisation rests with the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own policy, direction and funding. Age UK Richmond upon Thames is a brand partner of Age UK. Working with Age UK we raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies, and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of Age UK organised meetings to share 'best practice' and ideas.

We receive monthly information and updates that may be of interest to local Age UK charities from Age UK, which undertakes national policy and campaigning work. Through Age UK, we also have access, to reduced cost training for staff and volunteers, to share 'best practice' with other local Age UK charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Age UK Richmond upon Thames is the parent company in the Group, which also includes two subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL). AUK HPS is a trading company that provides a range of handyperson, housekeeping and gardening services. AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contract.

AUK HPS ceased trading at the year end and the trade and net assets of the company were transferred to AUK RSL at that date.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

PURPOSE & AIMS

Our Charity's purposes as set out in the objects contained in the company's Articles of Association, with the outcome being the promotion of the wellbeing of older people.

We review our aims, objectives and activities each year. We continue to work towards achieving our targets set out in our Strategic plan for September 2021 - March 2025.

Our mission is to provide support to help local older people to live healthier, happier and more independent lives and our vision is to aspire to create a community where all older people can love later life.

For the year ended 31 March 2024, our key strategic objectives were to:

- Deliver flexible, responsive and considered services and support to as many people in need of support across the borough, particularly those who may be considered more vulnerable.
- Provide a fully inclusive offer, continually reviewing our reach.
- Work in partnership to develop a dementia offering that meets the need of the community.
- Collaborate, build further partnerships, maximise resources and aim for excellence.

Trustees regularly consider Charity Commission guidance and updates, especially regarding public benefit. As an organisation we continue to ensure we deliver our multitude of services in line with our Articles of Association, maximising public benefit.

ACHIEVEMENTS AND PERFORMANCE

It has been a successful year for the charity with 4058 local older people in the London Borough of Richmond upon Thames benefiting from at least one of our services, and over 57,000 contacts. We continued to look for ways to develop our services and partnerships in line with our Strategic Plan, as well continue to deliver high-quality responsive services to those we support.

The services provided during the year included:

- Information & Advice, including support to claim benefits and other financial support during a continued period of increased cost of living.
- A wide range of social & wellbeing groups, activities and support, delivered at our centres and at other locations across the borough - working in close partnership with others.
- Handyperson, gardening and housekeeping support to help older people to continue to live independently.
- 'Connect to Tech' digital skills support and tutoring, designed to improve the digital skills of older people - including those new to digital technology.
- Dementia Friendly Communities Richmond, working in close collaboration with a wide range of others throughout the borough to find ways to make the borough a more dementia inclusive place to live.
- Nightingale hospital discharge, working closely with the NHS to help support local older people once they had been discharged from hospital or had become unwell in the community - speeding up discharges and improving wellbeing once back at home.

- Mental Health Peer Support, working closely with the NHS, Richmond Borough Mind and other local charities to provide peer support to older people with mental health conditions as part of their recovery.

Partnership continued to be key to our work during the year. We continued our leadership of the Community Independent Living Service (CILS) Partnership - working with Richmond Council and 19 other local voluntary organisations to support vulnerable adults of all ages to improve wellbeing and live independently. Our partnerships to deliver Mental Health Peer Support and Dementia Friendly Richmond continued to expand and improve. We tried to ensure that we were as visible as possible throughout the borough by taking part in a wide range of community events, fairs and groups.

Our staff and volunteers once again have been key to our success. Volunteers provide support throughout the organisation - including with office support; digital skills tutoring; fitting key safes and helping at our wellbeing activities. In the annual volunteer survey, 83% of those responding said volunteering helped them feel more positive and 85% said they felt more connected to the local community.

Other notable progress during the year included:

- A 26% increase in financial gains for older people compared to the previous 12 months.
- 32,468 attendances at social & wellbeing groups, activities and centres - increasing from 28,597 in the previous 12 months. 19% increase in attendance from those living alone.
- 80% increase in the recording of those who have unpaid carers compared to the previous 12 months - allowing us to do more to support and guide unpaid carers.
- 35% increase in the number of Dementia Friendly Richmond organisations. We have also looked to work in partnership to understand and improve services for people with dementia and carers.
- Achievement of the externally audited Charity Quality Standards (CQS) accreditation - assessed on indicators covering a range if areas including good governance; health & safety; safeguarding; financial management; leadership and managing operations.

Information & Advice

The year saw continued high demand for our Information & Advice service - delivered for free to older people throughout the borough. Financial advice & welfare benefits support was in high demand linked to a continued high cost of living that impacted older people on low incomes and renting in particular. 1699 older people accessed the service in the period. 87% of those using the welfare benefits services providing feedback said their financial position had improved, and 85% said their sense of wellbeing had increased.

Wellbeing Services

1. Community Independent Living Service, Groups and Centres

Our leadership of the Community Independent Living Service (CILS), working with Richmond council and 19 other local charities continued during the year. Together, over 3000 older and vulnerable adults of all ages were supported. We have looked to continue to develop this partnership during the year, including by utilising funding from Age UK London to look at ways to help improve impact and outcomes monitoring - with a particular focus on the smallest partners working with the least staff capacity.

Our own social & wellbeing groups and activities continued to be well utilised during the year with almost 1000 older people utilising this support - with continued high demand for exercise sessions, outings and other social opportunities in particular. As well as at our three centres, services were also provided at a range of other locations and online. We also continued to provide befriending and other support for some of the most isolated.

Such support plays a key role in tacking social isolation, building connections and improving wellbeing among local older people. 84% of those providing feedback said our support helped them remain independent or improve health and mobility.

2. Connect To Tech

Our free of charge 'Connect to Tech' digital inclusion program provided 837 sessions of support - one to one and in groups, in community locations and in homes. 52% of individuals using the service lived alone and 68% were over 75. This included an intensive tablet loan scheme for those who are totally new to technology, with volunteer tutor support. 89% of those providing support stated that their IT skills had improved by using the service. Feedback shows the real difference the service has made in terms of improved skills, wellbeing and connectivity.

3. Dementia Friendly Richmond

Our Dementia Friendly Richmond programme aims to make Richmond upon Thames a more dementia inclusive borough, working in partnership with organisations, businesses and individuals. Organisations pledge two actions that they can take when they join, and have access to dementia friendly training and support. Over the year, the number of organisations involved with the partnership increased by 35% to 110.

4. Mental Health Peer Support

We worked in partnership with NHS South West London & St George's Mental Health NHS Trust, Richmond Borough Mind, Richmond AID and Crossroads Care Richmond & Kingston to provide free peer support to older people with a severe or enduring mental health condition as part of their recovery journey. This new service has allowed us to do more to support the mental health of older people - an area that often goes overlooked.

Home Services

Our highly popular and trusted home services include handyperson support, housekeeping and gardening - all designed to improve safety, enhance independence and support wellbeing.

Our Handyperson Service focuses on smaller jobs that older and vulnerable people would find hard to get other tradesman to do but make a real difference to independence and wellbeing. It is heavily subsidised or free of charge, in order to be accessible and affordable for as many older people as possible. During the year, we also introduced a further reduction in cost for those older people in receipt of pension credit. 1690 handyperson visits were completed in the period to 842 older people. 83% of those providing feedback said the service helped them live independently.

Our housekeeping service provides a highly valuable service to help older people live independently at home and is often used alongside packages of care. We often had a waiting list during the year due to recruitment issues, but we made good progress in expanding capacity.

Nightingale Home from Hospital

Our Nightingale home from hospital service continued to provide much needed support to older people when they were discharged from hospital or became unwell in the community - supporting the NHS by speeding up discharges and keeping patients supported at home to avoid early readmission. The strong outcomes achieved by the service led to the NHS & Richmond Council funding a doubling of staffing capacity throughout the year. 514 older people accessed the service during the year, an 18% increase on the previous 12 months.

Pay policy for senior management

The Board of Directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the Charity in charge of directing, controlling, running and operating the Charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of all staff including the senior staff is reviewed annually. Trustees have available to them benchmarks against comparable roles for other locally based charities and other comparable Age UK's when determining salary levels and other employment benefits.

Looking Ahead

We continue to develop and adapt our strategic plan and associated business plan to adapt to the changing needs of older people and the wider environment we operate in. Looking ahead we aim to:

- Continue our focus on the more vulnerable older people, including those on lower incomes and unpaid carers.
- Look for ways to increase engagement with our social & wellbeing centres and wider activities, working closely with other similar services in partnership.
- Continue our work to influence and improve dementia provision in the borough, working with our NHS and local authority partners.
- Look for ways to further diversify our income and look to develop our services to reflect changing needs.
- Continue to develop our partnerships, and face challenges together. This will include looking at options with other Age UKs to work at a wider South West London level.

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the Charity are by way of grant income, legacies, donations, income from activities and income from our trading subsidiary companies. Total income for the year increased by 11.9% or £250k in the year to £2.348m. Expenditure increased by 9.0% or £178k to £2.171m producing a surplus of £177k compared with a surplus of £105k in the previous year.

For the last two years we were fortunate to receive legacy income which is, by its nature, non-recurring. £30k was received during the year under review compared to £84k in the previous year. The trustees are working with management to consider allocation of some of the reserves for specific projects to be developed that are consistent with the objectives of the Charity.

During the year we received financial support from the London Borough of Richmond upon Thames (LBRuT), the Hampton Fund, the Richmond Parish Lands Charity, Age UK National, Barnes Fund, Emanuel Hospital Foundation, The GC Gibson Charitable Trust, the NHS as well as support from others.

Income & Expenditure

Total income for the year was £2,347,699 (2022/23 - £2,097,665) which included profits donated by the two trading subsidiary companies. Total expenditure for the year was £2,171,032 (2022/23 - £1,992,552). Staffing costs account for 42% of total costs, with our CiLS partner costs at 38% and premises costs at 7%. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company of the Group which includes two wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL). The business of AUK HPS was transferred into AUK RSL at the year end. AUK HPS is now dormant, and application will be made to have it removed from the register of companies at Companies House.

Investment Policy

The investment policy states that no investments shall be made other than cash deposits with banks approved by the Board; shares in any subsidiary company, and any investment in a body carrying on activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames reviewed its reserves policy during the year, together with all financial procedures, to ensure the Charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and information and advice services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted funds as shown in note 19 of these accounts is £898,851 (2022/23 - £722,184) meets the reserve funding objective.

It is a principle of the policy that unrestricted funds, not required as working capital or for other purposes, should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

REFERENCE AND ADMINISTRATIVE DETAILS

Patrons	Sarah Olney MP Munira Wilson MP
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	The White House Community Centre 45 The Avenue Hampton TW12 3RN
Trustees	Sandra Aldridge Liz Baran Erin Coburn-Kutay (appointed on 23/05/2024) Clare Dixon (retired on 31/05/2024) Kim Flitcroft Kate James - *Chair* David King - *Treasurer* Denise Mahoney Anne McKee (retired on 11/01/2024) Alan McNab John Mikucki (appointed on 23/05/2024) Judith Rutherford Ratna Ruygrok (retired on 01/09/2023)
Company Secretary	David Baggs
Chief Executive Officer	Gavin Shand
Auditors	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon, London SW19 4EU
Bankers	Barclays Bank plc CAF Bank Ltd HSBC Bank plc
Solicitors	IBB Law LLP and Russell Cooke LLP

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames 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 that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information (as defined by section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware; and
- each trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Signed on behalf of the Board of Trustees

Kate James

Kate James
Chair

Date 2nd September 2024

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 the parent charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the groups or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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.

In connection with our audit of the financial statements, 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 or a material misstatement of the other information. 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.

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, including the strategic report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic 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 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' annual report, 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 the 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 the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- the nature of the industry and sector, control environment and the group and parent charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the groups and parent charitable company's documentation of their 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 of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the parent charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and parent charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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 auditors' 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.

Jonathan Askew, FCA (Senior statutory auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditor
Chartered Accountants
Fourth Floor, Tuition House
27/37 St George's Road
London
SW19 4EU

18 November 2024

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(including consolidated income and expenditure account)
Year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income					
Donations and memberships	3	50,424	-	50,424	43,404
Commercial trading activities	4	65,203	-	65,203	57,791
Income from charitable activities	5	435,442	1,776,537	2,211,979	1,990,755
Investment income - bank interest		20,093	-	20,093	5,715
Total Income		571,162	1,776,537	2,347,699	2,097,665
Expenditure					
Raising funds		(921)	-	(921)	(3,234)
Commercial trading activities	4	(89,841)	-	(89,841)	(70,064)
Expenditure on charitable activities	6	(298,128)	(1,782,142)	(2,080,270)	(1,919,254)
Total Expenditure	7	(388,890)	(1,782,142)	(2,171,032)	(1,992,552)
Net income / (expenditure) for the year	12	182,272	(5,605)	176,667	105,113
Transfers between funds	19/20	(5,605)	5,605	-	-
Net movement in funds for the year		176,667	-	176,667	105,113
Reconciliation of funds					
Total funds brought forward		722,184	-	722,184	617,071
Total funds carried forward		898,851	-	898,851	722,184

The Statement of Financial Activities includes all gains and losses recognised in the year and therefore a statement of total recognised gains and losses has not been prepared. All income and expenditure derive from continuing activities. The comparative statement of Financial Activities is shown in note 24.

The notes on pages 19 to 39 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
Year ended 31 March 2024

	Note	The Group 2024 £	The Group 2023 £	The Charity 2024 £	The Charity 2023 £
Fixed Assets					
Tangible assets	13	15,313	-	-	-
Investments	15	-	2	2	4
		15,313	2	2	4
Current Assets					
Stock	14	5,501	3,050	-	-
Debtors	17	611,133	250,997	173,548	257,245
Cash at bank and in hand		1,254,382	1,027,545	1,086,904	755,171
		1,871,016	1,281,592	1,260,452	1,012,416
Current Liabilities					
Creditors: Amounts falling due within one year	18	(987,478)	(559,410)	(412,944)	(359,648)
Net Current Assets		883,538	722,182	847,508	652,768
Total Assets Less Current Liabilities & Total Net Assets		898,851	722,184	847,510	652,772
The Funds of the Charity:					
Unrestricted income funds	19	898,851	722,184	847,510	652,772
Restricted income funds	20	-	-	-	-
Total Charity Funds		898,851	722,184	847,510	652,772

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 circulated to members of the company.

They were approved by the Board of Trustees on 2nd September 2024 and signed on their behalf by:

Kate James

Kate James
Chair

David King

David King
Treasurer

The notes on pages 19 to 39 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS
Year ended 31 March 2024

	Note	The Group 2024 £	£	The Group 2023 £	£
Cash flows from operating activities					
Net movement in funds for the year			176,667		105,113
add:					
depreciation charge	13	3,090		-	
less:					
Interest received		(20,093)		(5,715)	
Gain on sale of tangible fixed asset		800		-	
other adjustments:		-		-	
(increase) / decrease in stocks	14	(2,451)		38	
(increase) in debtors	17	(360,134)		(55,241)	
increase in creditors	18	428,068		(147,735)	
			49,280		(208,653)
Net cash flows from operating activities			225,947		(103,540)
Cash flows from investing activities					
Interest received		20,093		5,715	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	13	(19,203)		-	
Net cash flows from investing activities			890		5,715
Cash flows from financing activities		-		-	
Net cash flows from financing activities			-		-
Increase / (decrease) in cash and cash equivalents in the year			226,837		(97,825)
Cash and cash equivalents at the beginning of the year			1,027,545		1,125,370
Cash and cash equivalents at the end of the year			1,254,382		1,027,545

The notes on pages 19 to 39 form part of these financial statements.

1 Accounting policies

The Charity is a company limited by guarantee registered in England & Wales and has no share capital. The charity's registered office address is The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN. Its registered company number is 4116911 and its charity number is 1084211.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2024 the company had 9 members (2023 - 11 members). During the year the Charity's constitution was amended to reflect the class of individuals to be known as members is now simply the charity's trustees.

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

a) Basis of preparation

These financial statements were 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 Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

The parent company, Age UK Richmond, also known as "the Charity" is included in the consolidated financial statements, and is considered to be a qualifying entity in that it meets the definition of a public benefit entity under FRS 102. The following exemptions available under FRS 102 in respect of certain disclosure requirements for the parent company financial statements have been applied:

- No separate parent company Cash Flow Statement with related notes is included.
- The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102, not to disclose related party transactions with wholly owned subsidiaries within the group.

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

b) Preparation of the accounts on a going concern basis

The trustees are satisifed that the Group is a going concern and that these accounts should be prepared on that basis. With the continuing uncertain economic outlook the trustees and C.E.O. remain in regular contact with our sponsoring local authorities and grant funders to secure their ongoing financial support.

Against this background the Group reported a cash inflow of £226,837 for the year (2023 - £97,825) and a cash inflow of £331,733 (2023 - £192,918) for the Charity alone. The Charity also has unrestricted funds totalling £847,510 (2023 - £652,772).

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months following the approval of these financial statements. The budgeted income and expenditure is sufficient with the existing level of reserves for the Charity to be able to continue as a going concern.

1 Accounting policies - cont.

c) Group financial statements / basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408(3) of the Companies Act 2006.

d) Income

Income is recognised in the SOFA 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 the amount can be measured reliably.

Grants receivable are recognised in the SOFA for the period which the Charity becomes entitled to the income. Grants received that have restrictions on entitlement relating to services that have not yet been delivered are treated as deferred income at the balance sheet date (see note 19). Grants received without any restriction on entitlement are recognised in full upon award.
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 been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from the provision of help at home services and community service activities is recognised as earned when the related services are provided.

Membership subscriptions are recognised as income over the period in which membership benefits accrue. All subscriptions run to 31 March with rates reducing for memberships less than 1 year.

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit form 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), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

On receipt, donated 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 in the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1 Accounting policies - cont.

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 or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. See Note 19 for more information. Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. See Note 20/21 for more information.

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 headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, 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. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity programmes and activities. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9 to the accounts.

j) Governance costs

Governance costs include the costs of compliance with constitutional and statutory requirements, external audit, and the costs of legal advice and insurance for the trustees.

k) Operating leases

Operating leases are where substantially all of the benefits and risks of ownership remain with the lessor. Rentals payable under operating leases are charged to the SOFA as incurred on a straight line basis over the term of the lease, or the period to the next rent review.

1 Accounting policies - cont.

l) Significant accounting judgements and estimates

In preparing these financial statements management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

m) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on the following basis:

Asset category	Annual rate
Motor vehicles -	33% reducing balance
Plant & equipment -	25% straight line

n) Stock

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

o) 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 discount due.

p) Cash at bank and in hand

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

q) 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 discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

1 Accounting policies - cont.

r) Financial instruments

The Charity only has financial assets and 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 rate. The Charity does not have any bank loans.

s) Pensions

The Charity operates a defined contribution group personal pension plan with Scottish Widows which is available to all employees. The scheme was originally with Zurich Assurance and the scheme assets, following legal approval by the Courts, are transferred to Scottish Widows. Employees joining the scheme contract directly with the insurance company. The Charity contributes 5% of earnings to the scheme and acts as agent in collecting and paying over employee pension contributions. The assets of the scheme are held separately from those of the Charity and the annual contributions are charged to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as accruals in the balance sheet.

t) Corporation tax

The Charity is considered to meet the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 as any surplus income and gains are applied for charitable purposes. The charity's trading subsidiary companies pay available profits to the Charity by gift aid donation. Their charge to corporation tax in the year is £nil. (2023 - £nil.)

2) Financial performance of the charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries, Age UK Handyperson Service Ltd and Age UK Richmond Services Ltd.

Age UK Handyperson Service Ltd provides home services to the people of Richmond and Age UK Richmond Services Ltd provides services to the people of Richmond under the council's Community Independent Living Service initiative. Both of these contracts are with the London Borough of Richmond Upon Thames and are operated through trading subsidiaries for legal and commercial reasons.

The summary financial performance of the Charity alone stated overleaf is:

2) Financial performance of the charity - cont.

	The Charity	
	2024	2023
	£	£
Income	973,587	837,299
Gift aid from subsidiary company		
- Age UK Richmond Handyperson Service Ltd	1,294	2,478
- Age UK Richmond Services Ltd	68,118	86,024
	1,042,999	925,801
Expenditure on charitable activities	(848,261)	(801,598)
Net income for the year	194,738	124,203
Total funds brought forward	652,772	528,569
Total funds carried forward	847,510	652,772
Represented by:		
Unrestricted income funds	847,510	652,772
Restricted income funds	-	-
	847,510	652,772

3. Income from donations & memberships

	Unrestricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£
Donations			
Nightingale	981	981	307
Community services	5,972	5,972	5,903
Head office	20,574	20,574	15,795
Total donations	27,527	27,527	22,005
Membership subscriptions - social centres	22,897	22,897	21,399
	50,424	50,424	43,404

In accordance with the Charities SORP (FRS 102), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

4. Income from commercial trading activities

Age UK Richmond Handyperson Service Ltd, a Company registered in England and Wales, with Company registration number 08150786 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company.

The Company provided home services throughout the borough. A summary of its trading results, excluding transactions within the group, is shown below for the year ended 31 March 2024.

Gift Aid payments are treated as a distribution from the subsidiary to the charity and as such are only recognised when there is a legal obligation to make the payment. The gift aid payment was made after the year end and so is not recognised in either of these consolidated financial statements or the financial statements of the subsidiary.

	Year Ended 31 March 2024	Year Ended 31 March 2023
	£	£
Help at home services	65,203	57,791
Grant funding	31,621	13,567
Total turnover	96,824	71,358
Cost of sales and administrative costs	(89,841)	(70,064)
Net profit	6,983	1,294
Amount gift aided to charity	(1,294)	(2,478)
Amount retained in subsidiary	5,689	(1,184)
The assets and liabilities of Age UK Handyperson Service Ltd were:	£	£
Current assets	8,950	25,851
Current liabilities	(1,966)	(24,556)
Total net assets	6,984	1,295
Share capital	1	1
Reserves	6,983	1,294
Total Capital and Reserves	6,984	1,295

5. Income from charitable activities

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£	£
Information & advice	90,347	171,456	261,803	244,426
Nightingale project	5,000	188,018	193,018	133,650
Community services	176,175	1,325,071	1,501,246	1,395,140
Help at home services	163,920	91,992	255,912	217,539
	435,442	1,776,537	2,211,979	1,990,755

Breakdown by category	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
Information & advice	£	£	£	£
LBRuT - Home maintenance contract	-	6,540	6,540	6,540
LBRuT - Cost of living grant	38,665		38,665	9,667
LBRuT - commissioning (Richmond AID)	-	39,600	39,600	37,440
AGE UK National	10,000	48,616	58,616	10,000
Richmond Parish Lands Charity	4,300	-	4,300	22,420
Hampton Fund Charity	-	64,200	64,200	64,200
The Barnes Fund	3,134	-	3,134	1,567
Emanuel Hospital Foundation	-	12,500	12,500	4,792
The GC Gibson Charitable Trust	4,000	-	4,000	3,000
Total grant & contract income	60,099	171,456	231,555	159,626
Activities income	248	-	248	589
Legacy income	30,000	-	30,000	84,211
	90,347	171,456	261,803	244,426

5. Income from charitable activities - cont.

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
Nightingale project	£	£	£	£
Richmond Parish Lands Charity	3,000	-	3,000	3,000
The Barnes Fund	2,000	-	2,000	1,000
Better Care Fund	-	188,018	188,018	129,650
	5,000	188,018	193,018	133,650
Community services				
LBRuT - Digital inclusion	-	47,900	47,900	61,800
LBRuT - Dementia friendly Richmond	-	27,560	27,560	26,000
LBRuT - CiLS contract	-	1,193,571	1,193,571	1,124,735
NHS Mental Health peer support		49,603	49,603	-
Hampton Fund Charity	-	-	-	5,000
Age UK National	38,716	6,437	45,153	45,063
Richmond Parish Lands Charity	4,740	-	4,740	8,600
Emanuel Hospital Foundation	-	-	-	1,667
The GC Gibson Charitable Trust	-	-	-	5,000
The Barnes Fund	5,133	-	5,133	2,567
Total grant & contract income	48,589	1,325,071	1,373,660	1,280,432
Lettings income	15,340	-	15,340	17,510
FiSH Neighbourhood Care	1,617	-	1,617	1,248
Activities income	110,629	-	110,629	95,950
	176,175	1,325,071	1,501,246	1,395,140
Help at home services				
Housekeeping services	147,787	-	147,787	116,472
LBRuT - Home maintenance contract	-	77,242	77,242	72,500
Richmond Parish Lands Charity	11,000	-	11,000	11,000
Hampton Fund Charity	-	14,750	14,750	15,000
Barnes Workhouse Fund	5,133	-	5,133	2,567
	163,920	91,992	255,912	217,539

6. Expenditure on charitable activities

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Information & advice		3,854	151,916	155,770	144,083
Nightingale project		1,015	188,018	189,033	145,808
Community services		250,520	1,191,965	1,442,485	1,327,384
Help at home services		12,661	91,992	104,653	107,529
Support costs	8	15,835	154,197	170,032	178,290
Governance costs	9	14,243	4,054	18,297	16,160
		298,128	1,782,142	2,080,270	1,919,254

7. Analysis of total expenditure

	Note	Total Funds 2024 £	Total Funds 2023 £
Salary, NI & pensions	10	907,384	818,230
Recruitment, training, travel & volunteering		31,728	27,266
Premises costs		154,197	154,202
Office expenses		44,997	47,544
General Insurances		4,092	4,043
Publicity & promotions		8,302	7,282
Activity expenditure		164,852	149,839
Depreciation		3,090	-
Community Services partner costs		834,093	767,986
Governance costs	9	18,297	16,160
		2,171,032	1,992,552

8. Support costs

	Office	Premises	2024 Total	2023 Total
	£	£	£	£
Information & advice	5,958	24,031	29,989	6,446
Nightingale project	799	-	799	762
Community services	8,435	130,166	138,601	170,376
Help at home services	643	-	643	706
	15,835	154,197	170,032	178,290

Cost allocation includes an element of judgement. Costs are allocated directly where possible and allocations have been calculated on a consistent basis year on year. Premises costs are allocated on the basis of head count and office expenses are on the basis of estimated time spent.

9. Governance costs

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£	£
AGM & governance meetings	-	-	-	1,975
Audit fees	10,993	-	10,993	8,050
Other non audit services	3,250		3,250	3,250
Legal & professional fees	-	4,054	4,054	2,885
	14,243	4,054	18,297	16,160

10. Staff costs and staff numbers

All staff are employed by the Charity although there are a number of staff who provided support to both the charitable and trading activities of the Group. The salaries of these staff are recharged to the relevant part of the group in proportion to the amount of time spent on work to support that part of the group. This is formalised in a cost sharing agreement between the Charity and the trading subsidiary.

Total staff costs were as follows:

	2024	2023
	£	£
Wages and salaries	791,732	711,927
Social security costs	53,938	50,433
Pension costs	61,714	55,870
	907,384	818,230

10. Staff costs and staff numbers - cont.

Particulars of employees:

The average number of employees during the year on a head count basis was 52 (2023 - 47).

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2024	2023
	No.	No.
Information & advice	5	2
Community services	11	8
Help at home services	11	9
Nightingale project	6	3
	33	22

Key Management personnel for the Group are the senior management team totalling 2 employees. Remuneration and employer NIC's & pension costs (total emoluments) amounted to £124,800 (2023 - £156,026). One employee received emoluments of more than £60,000 during the year. (2023 - None).

11. Subsidiary undertakings

During the year the Age UK Richmond Upon Thames Group carried out activities through two wholly owned trading subsidiaries.

Details of Age UK Richmond Handyperson Service Ltd and its results are disclosed in note 4 to the financial statements.

Age UK Richmond Services Ltd, a Company registered in England and Wales, with Company registration number 08809742 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company. A summary of its results is shown below for the year ended 31 March 2024. Surpluses generated are transferred to the charity (parent company) by way of gift aid donation.

	Year Ended 31 March 2024	Year Ended 31 March 2023
	£	£
Turnover	1,194,286	1,125,027
Cost of sales and administrative costs	(1,149,928)	(1,056,909)
Net operating profit	44,358	68,118
Amount gift aided to charity	(68,118)	(86,024)
Amount retained in subsidiary	(23,760)	(17,906)

The assets and liabilities of Age UK Richmond Services Ltd were:	£	£
Current assets	675,353	243,325
Current liabilities	(630,993)	(175,205)
Total net assets	44,360	68,120
Share capital	1	1
Reserves	44,359	68,119
Total Capital and Reserves	44,360	68,120

12. Net income / (expenditure) for the year

This is stated after charging:	2024 £	2023 £
Operating lease rentals - land & buildings	112,235	111,735
Auditors' remuneration:		
- Audit of these financial statements	6,300	6,300
- Audit of subsidiary companies	5,000	5,000

13. Tangible fixed assets

The Group	Equipment	Motor Vehicles	Total	2023 Total
	£	£	£	£
Cost				
At 1 April 2023	60,324	19,957	80,281	80,281
Additions	-	19,203	19,203	
Disposals	-	(19,957)	(19,957)	
At 31 March 2024	60,324	19,203	79,527	80,281
Depreciation				
At 1 April 2023	60,324	19,957	80,281	80,281
Charge for the year	-	3,890	3,890	-
Released on disposal	-	(19,957)	(19,957)	-
At 31 March 2024	60,324	3,890	64,214	80,281
Net book value				
At 31 March 2024	-	15,313	15,313	-
At 31 March 2023	-	-	-	-

The Charity	Equipment	Motor Vehicles	Total	2023 Total
	£	£	£	£
Cost				
At 1 April 2023	60,324	11,294	71,618	71,618
Disposals	-	(11,294)	(11,294)	-
At 31 March 2024	60,324	-	60,324	71,618
Depreciation				
At 1 April 2023	60,324	11,294	71,618	71,618
Released on disposal	-	(11,294)	(11,294)	-
At 31 March 2024	60,324	-	60,324	71,618
Net book value				
At 31 March 2024	-	-	-	-
At 31 March 2023	-	-	-	-

14. Stock

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Stock for resale	5,501	3,050	-	-

15. Investments

The Charity has a fixed asset investment in Acrute Limited (UK registered company No. 5687989) - 100% owned. The trade of the company was transferred to the Charity several years ago and the subsidiary has been dormant ever since. The company was struck off the register at Companies House and the nett assets transferred to the charity.

	2024	2023
	£	£
Cost		
At 31 March 2024 and at 31 March 2023	-	2

Analysis of investment in subsidiary undertaking

	2024	2023
	£	£
Shares in group undertaking		
Acrute Ltd	-	2

	2024	2023
	£	£
Aggregate capital and reserves		
Acrute Ltd	-	1,804
Profit/(loss) for the year		
Acrute Ltd	-	-

16. Trustee emoluments & related party transactions

The trustees received no remuneration for their services to the Charity. The trustees received no reimbursed expenses for their duties as a Director/Trustee.

Indemnity insurance is provided for trustees as part of our combined business insurance policy.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year (2023 - £ nil).

No trustee made any donations during the year as part of our fundraising efforts (2023 - £270).

17. Debtors

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade debtors	462,593	38,553	87,117	46,954
Amounts owed by group undertakings	-	-	85,731	137,570
Prepayments & accrued income	700	72,721	700	72,721
Deferred costs	147,840	139,723	-	-
	611,133	250,997	173,548	257,245

18. Creditors: amounts falling due within one year

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade creditors	221,391	213,802	54,738	63,262
Amounts owed to group undertakings	-	-	58,416	-
Taxation and social security	75,191	20,434	11,976	21,264
Deferred income	439,495	131,276	128,650	108,476
Accruals & other creditors	251,401	193,898	159,164	166,646
	987,478	559,410	412,944	359,648

Analysis of movement of deferred income

	Balance at 1 April 2023	Receipts	Utilised	Balance at 31 March 2024
	£	£	£	£
Better Care Fund	64,000	215,018	(188,018)	91,000
Age UK National	18,337	78,253	(103,769)	(7,179)
Barnes Workhouse Fund	7,701	15,400	(15,400)	7,701
London Borough Richmond Upon Thames	14,688	1,684,945	(1,396,899)	302,734
The GC Gibson Charitable Trust	-	4,000	(4,000)	-
Emanuel Hospital Foundation	-	12,500	(12,500)	-
Richmond Parish Lands	-	45,480	(23,040)	22,440
Hampton Fund	3,750	75,200	(78,950)	-
The Charity	108,476	2,130,796	(1,822,576)	416,696
London Borough Richmond Upon Thames	22,800	83,782	(83,782)	22,800
The Group	131,276	2,214,578	(1,906,358)	439,496

19. Analysis of movement in unrestricted income funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Balance at 1 April 2023	722,184	617,071	652,772	528,569
Income	571,162	485,858	640,574	574,360
Expenditure	(388,890)	(376,150)	(440,231)	(445,562)
Transfers	(5,605)	(4,595)	(5,605)	(4,595)
Balance at 31 March 2024	898,851	722,184	847,510	652,772

20. Analysis of movement in restricted income funds - the Group

Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. The Charity has the following restricted funds.

Information, advice & advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Community services: This fund is for the work of outreach and operating our social centres for older people in Richmond upon Thames.

Handyperson scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Nightingale project: This fund provides support to older people resident in Richmond upon Thames following discharge from hospital.

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Information & advice	-	171,456	(175,947)	4,491	-
Nightingale Project	-	188,018	(188,018)	-	-
Community services	-	1,325,071	(1,322,131)	(2,940)	-
Help at home services	-	91,992	(96,046)	4,054	-
	-	1,776,537	(1,782,142)	5,605	-

Deficiencies on various restricted funds has been made good from unrestricted funds where the restricted fund have overspent during the year.

21. Analysis of movement in restricted income funds - the Charity

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Information & advice	-	171,456	(175,947)	4,491	-
Nightingale Project	-	188,018	(188,018)	-	-
Community services	-	130,785	(104,085)	(2,940)	23,760
Help at home services	-	14,750	(14,750)	-	-
	-	505,009	(482,800)	1,551	23,760

22.Funds dispersed as an Agent

The Charity acts on behalf of two charities; Richmond Parish Lands Charity (RPLC) & The Richmond Charities in making small grants to individuals resident in the borough who are in need, suffering hardship or distress. The Charity holds these monies as agent for the two charities.

During the year £13,000 (2023 - £3,000) was received from The Richmond Charities and £2,700 (2023 - £8,000) was received from RPLC and £14,965 (2023 - £8,598) was paid out to 66 (2023 - 58) individuals with no grant exceeding £300. These grants do not pass through the Statement of Financial Activities.

At 31 March 2024 £8,153 (2023 - £2,318) was held on behalf of The Richmond Charities and £3,228 (2023 - £8,328) was held on behalf of RPLC.

23. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Unrestricted income funds:				
General Funds	15,313	-	883,538	898,851
Total Funds	15,313	-	883,538	898,851

24. Consolidated statement of financial activities - prior year

Income	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Donations and memberships	48,763	-	48,763	43,404
Commercial trading activities	54,501	-	54,501	57,791
Income from charitable activities	265,411	1,538,824	1,804,235	1,990,755
Investment income	1,455	-	1,455	5,715
Other income	17,966		17,966	-
Total Income	388,096	1,538,824	1,926,920	2,097,665
Expenditure				
Raising funds	(1,788)	-	(1,788)	(3,234)
Commercial trading activities	(65,590)	-	(65,590)	(70,064)
Expenditure on charitable activities	(248,618)	(1,572,324)	(1,820,942)	(1,919,254)
Total Expenditure	(315,996)	(1,572,324)	(1,888,320)	(1,992,552)
Net income / (expenditure) for the year	72,100	(33,500)	38,600	105,113
Transfers between funds	(33,500)	33,500	-	-
Net movement in funds for the year	38,600	-	38,600	105,113
Reconciliation of funds				
Total funds brought forward	578,471	-	722,184	617,071
Total funds carried forward	617,071	-	760,784	722,184

25. Analysis of movement in unrestricted income funds - prior year

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Balance at 1 April 2022	617,071	578,471	528,569	491,700
Income	-	388,096	-	474,865
Expenditure	-	(315,996)	-	(404,496)
Transfers	-	(33,500)	-	(33,500)
Balance at 31 March 2023	617,071	617,071	528,569	528,569

26. Analysis of movement in restricted income funds - the Group prior year

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	1,203,221	(1,220,704)	17,483	-
Help at home services	-	84,460	(86,797)	2,337	-
	-	1,538,824	(1,572,324)	33,500	-

27. Analysis of movement in restricted income funds - the Charity prior year

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	75,333	(93,493)	18,160	-
Help at home services	-	15,000	(15,000)	-	-
	-	341,476	(373,316)	31,840	-

28. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Restricted income funds:				
Community services	-	-	-	-
Unrestricted income funds:				
General Funds	-	2	722,182	722,184
Total Funds	-	2	722,182	722,184

29. Commitments under operating leases

Minimum lease payments under non-cancellable operating leases for each of the following periods:

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Within one year	74,143	73,977	10,083	9,917
Between two to five years	37,368	101,428	-	-
	111,511	175,405	10,083	9,917

Other financial commitments as follows:

	The Group		The Charity	
	2024	2023	2024	2023
	£	£	£	£
Within one year	23,975	23,975	-	-
Between two to five years	13,985	37,960	-	-
	37,960	61,935	-	-

Obligations under both the lease payments and other financial commitments commenced on 1 November 2019 and expire on 31 October 2035, although there are break clauses linked to the Community Independent Living Contract (CiLS) with the Council.

See note 12 for operating lease payments recognised as an expense in the year.

AGE UK RICHMOND UPON THAMES

England & Wales - Charity number 1084211

Accounts

AGE UK RICHMOND UPON THAMES

COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2023

Company Registration Number - 4116911

Charity Registration Number - 1084211

AGE UK RICHMOND UPON THAMES
REPORT & FINANCIAL STATEMENTS
Year Ended 31 March 2023

CONTENTS PAGE

Chair's statement	1 - 2
Trustees' annual report	3 - 11
Independent auditors' report to the members	12 - 15
Consolidated statement of financial activities (incorporating the income and expenditure account)	16
Consolidated balance sheet	17
Consolidated statement of cash flows	18
Notes to the financial statements	19 - 38

AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2023

Age UK Richmond's mission is to provide support for older people across the borough of Richmond upon Thames to live happier, healthier, and more independent lives.

This is the first year since 2020 that we have not had to reflect a significant impact of the pandemic. However, it is important to note that it had an ongoing effect on the confidence of some people - and not just older people - in terms of going out and meeting groups of people. It has been good to see high demand for social groups and activities such as outings as confidence has rebuilt.

We are grateful to our local authority for their continued support of the charity and its services. This includes the Age UK Richmond led Community Independent Living Service (CILS), handyperson service, digital inclusion, welfare benefits & financial advice, Dementia Friendly Richmond and Nightingale home from hospital service. We also thank our NHS partners for their support to continue and expand our hospital discharge provision.

We are also very grateful for the continued support of our local charitable trust funders - Hampton Fund, Richmond Parish Lands Charity and the Barnes Fund. These grant funders have ensured we can fulfil our mission to support older people in the Borough through our diverse range of services from information and advice to our outreach programme of activities. We are also very grateful to Age UK National, Emanuel Hospital Foundation and the Gibson Charitable Trust for their support during the year. This year we have also received several legacies and I would like to thank the generous donors who thought of us when preparing their wills. This unexpected and non-recurring income meant we were fortunate to have a larger than planned surplus for the year, and these much needed funds will be used to support and develop our services.

We would also like to thank our 19 partner organisations, their staff and volunteers who deliver services in partnership with us through the Community Independent Living Service. We have enjoyed further developing our work as we support older & vulnerable adults together. We were pleased to hear the local authority have made the decision to continue this service until at least October 2025.

We continue to make good progress with Dementia Friendly Richmond, and would like to thank all those voluntary organisations, businesses and individuals who are working with us to make the borough a more dementia inclusive place to live, work and visit. We are pleased at the end of the year 81 organisations had joined the initiative, up from 56 at the start of the year.

With the increasing cost of living, we have seen significant increases in demand for welfare benefits & financial advice. While the borough is perceived as relatively wealthy, the increases in demand for both our advice services and ones provided by our partners has shown the level of need that exists. We would like to thank all our information & advice staff and volunteers for their tireless work.

Looking forward, we aim to continue to look for ways to improve and expand our support for all older people, particularly the most vulnerable. We are keen to try and ensure older adults with dementia & carers are able to get the support they need. We are also looking to expand our support for older people with mental health conditions, and from April 2023 have been providing a peer support service working with South West London & St George's Mental Health NHS Trust, Richmond Borough Mind, Richmond AID and Crossroads Care Richmond & Kingston.

AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2023

At the end of the year, we were extremely pleased to be chosen as one of the new Mayor's charities for the year. We look forward to working closely with the Mayor's office.

This is my first full year as Chair of Age UK Richmond and I have been grateful for the support I have received from my excellent Board of Trustees. This year we said goodbye to a longstanding Trustee, Mike Styles, who has served for 9 years. As well as being a valuable Trustee, he has acted as a volunteer in our Information and Advice service, and I am really pleased that he is continuing in this role. Finally, I must thank our team of dedicated staff who are committed to providing high quality services to older people. They are supported by a group of around 106 enthusiastic and skilled volunteers. Without the contribution of staff and volunteers, we could not deliver the level and quality of service we currently do.

Kate James

Kate James
Chair of Trustees

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the Charity for the year ended 31 March 2023.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2017 and again in 2020. This new constitution is based on the Age UK national charity (Age UK) constitution which is itself approved by the Charity Commission. In the event of the company being wound up members, now restricted to trustees, are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the Charity are entitled to appoint persons to the Board of Trustees. The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Executive Officer (CEO) and Finance Manager in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the Charity satisfies its legal and contractual obligations. At present the Board has 11 members from a variety of professional backgrounds relevant to the work of the Charity. The CEO also attends board meetings but has no voting rights.

Equal Opportunities

Age UK Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the Charity is exposed, in particular those relating to the operations and finances of the Charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews the risks faced by the Charity and the steps and procedures needed to avoid and mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day-to-day operation of the organisation rests with the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own policy, direction and funding. Age UK Richmond upon Thames is a brand partner of Age UK. Working with Age UK we raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies, and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of Age UK organised meetings to share 'best practice' and ideas.

We receive monthly information and updates that may be of interest to local Age UK charities from Age UK, which undertakes national policy and campaigning work. Through Age UK, we also have access, to reduced cost training for staff and volunteers, to share 'best practice' with other local Age UK charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Age UK Richmond upon Thames is the parent company in the Group, which also includes three subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. AUK HPS is a trading company that provides a range of handyperson, housekeeping and gardening services. AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contract.

Acrute Ltd is no longer trading and is currently dormant. An application has been made to have the company stuck off the register at Companies House.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

OBJECTIVES AND ACTIVITIES

Our Charity's purposes as set out in the objects contained in the company's Articles of Association, with the outcome being the promotion of the wellbeing of older people.

We review our aims, objectives and activities each year. We continue to work towards achieving our targets set out in our Strategic plan for September 2021 - August 2024.

Our mission is to provide support to help local older people to live healthier, happier and more independent lives and our vision is to aspire to create a community where all older people can love later life.

For the year ended 31 March 2023, our key strategic objectives remained to:

- Deliver services and outreach work across the borough and ensure we reach as many vulnerable, isolated clients as possible.
- Provide a fully inclusive offer.
- Develop a dementia offering that meets the needs of the community.
- Monitor outputs and outcomes to ensure our beneficiaries experience the best possible service.
- Continue to improve sustainable funding models and maintain reserves to ensure we can continue to deliver services for older people in the future.

Trustees regularly consider Charity Commission guidance and updates, especially regarding public benefit. As an organisation we continue to ensure we deliver our multitude of services in line with our Articles of Association, maximising public benefit.

ACHIEVEMENTS AND PERFORMANCE

It has been another successful period for the charity, with 4478 local older people using at least one of our services through the course of the year. We have worked hard to continue to develop and improve our services and respond to changing needs - most notably in the year being rising demand for financial advice & support linked to the increasing cost of living. There were over 53,000 contacts with one of our services over the course of the year. Our team has worked hard to maintain a high-quality responsive service, develop new partnerships and look for ways to expand reach and impact.

Our staff and volunteers have once again been integral to our success. Volunteers provide support to every service - whether it be helping in the office; providing digital skills training; fitting key safes or supporting clients in a social centre - they all play a crucial role in helping us support so many older people effectively.

We have successfully looked to improve our volunteer support function and have found new ways to show our volunteers how much we appreciate them.

Our partnerships continued to develop during the year, and our commitment to partnership working continued to grow stronger. We worked in close partnership with 19 organisations through the Community Independent Living Service (CILS), have further expanded our Dementia Friendly Richmond partnerships and continue to work closely with others in all aspects of our work.

We also continue to strengthen and value our strategic partnerships with our local authority, as well as our close relationships with the local NHS and grant givers. As we move forward, these partnerships will be more important than ever.

Information & Advice

We saw strong demand for our free and confidential Information & Advice service from older people across the borough during the year - particularly welfare benefits & financial advice due to the rising cost of living. We supported 1073 people to access financial support, and 2498 older people overall in the service - compared to 1487 in the 12 months before. Our staff and volunteer advisors help older people claim welfare benefits; access social care; deal with housing issues and find reliable local services - among other support.

Wellbeing Services

1. Community Independent Living Service. Groups and Centres

We continued to lead the 20 organisation Community Independent Living Service (CILS) during the year, working in close partnership with 19 other local charities to support vulnerable adults of all ages. Between the organisations over 3000 local people were supported - often among the most vulnerable. We have looked to continue to develop this partnership with the start of a project to explore how outcomes and impact can be better monitored - this will run until the end of March 2024.

Our social & wellbeing groups, activities and centres continued to be well utilised - with over 75 sessions taking place every week and over 36,000 attendances. Exercise sessions, outings & trips and social events continued to be the most popular, while our centres also continued to help with more practical support such as chiropody and hairdressing. We also continued to provide online sessions; wellbeing support for the most isolated and befriending. Moving forward, we plan to work closer with other social & wellbeing centres across the borough, so we respond together to the collective challenges we face and adapt to the changing needs of older people. Such support plays a key role in tacking social isolation, building connections and improving wellbeing among local older people.

2. Connect To Tech

Our free Connect To Tech digital skills programme was one of the highlights of the year. Working in partnership with other local organisations, the service provided 278 sessions of support - including one to one sessions; group support and via an intensive tablet loan scheme for the most digitally excluded. Our volunteer digital tutors are crucial to the successful running of the project, and we thank them for their ongoing support. The feedback from older people and carers who used services has shown the real difference this has made in terms of improved skills, wellbeing and connectivity.

3. Dementia Friendly Richmond

Our Dementia Friendly Richmond programme completed its second year. The programme aims to make Richmond upon Thames a more dementia inclusive borough, working in partnership with organisations, businesses and individuals. Organisations pledge two actions that they can take when they join, and also have access to dementia friendly training and support. We were successful in continuing to grow the number of organisations involved during the year and increasing awareness, and we plan to continue to develop this

service and offer further training to the organisations and individuals involved. Through the programme, our aim continues to be to make the borough a better place to live for those with dementia and carers.

4. Travelling Companions

In the second half of the year, we worked with Age UK national and the Department of Transport to pilot a short-term travelling companions project. This service provided support to local older people who had lost confidence or were particularly isolated to build confidence and belief by being accompanied while travelling - with the objective of eventually being able to travel independently. Although the number of users was quite small, evidence of our project has been used as part of an independent evaluation and possible roll out of a similar service across London. We are also continuing the service in some form, through a new community connections service.

Home Services

Our highly popular and busy home services include handyperson support, housekeeping and gardening - all designed to improve safety, enhance independence and support wellbeing. Our Handyperson Service focuses on smaller jobs that older and vulnerable people would find hard to get other tradesman to do but make a real difference to independence and wellbeing. It is heavily subsidised or free of charge, in order to be accessible and affordable for all older people. 2406 handyperson visits were completed over the course of the year. Feedback on our gardening service tells us that having a well-maintained garden helps older people feel an improved sense of wellbeing and safety.

Our housekeeping service provides a highly valuable service to help older people live independently at home and is often used alongside packages of care. Unfortunately, we had an extensive waiting list for the service throughout the year as recruitment challenges proved difficult to fully address.

Nightingale Home from Hospital

Our Nightingale service continued to support local older people after they had been discharged from hospital or have become unwell in the community - speeding up discharges and improving the wellbeing of patients once back at home. The free of charge support includes key safe fitting; shopping; furniture moves; advice and other forms of help. Support is provided in the short term to speed up and support discharges, but also in the longer term to help avoid readmission. 489 older people accessed the service in the year.

From November 2022, in partnership with the NHS and local authority we expanded the service to increase its capacity and provide some support at weekends and evenings for a pilot period.

Pay policy for senior management

The Board of Directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the Charity in charge of directing, controlling, running and operating the Charity on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of all staff including the senior staff is reviewed annually. Trustees have available to them benchmarks against comparable roles for other locally based charities and other comparable Age UK's when determining salary levels and other employment benefits.

Looking Ahead

We continue to develop and adapt our strategic plan and associated business plan to adapt to the changing needs of older people and the wider environment we operate in. Looking ahead we aim to:

- Continue to explore how we can reach further isolated older people, and those from under-represented groups. Also, to ensure we continue to respond to the cost-of-living pressures impacting local older people.
- Continue to develop our partnerships, and face challenges together. This will include looking at options with other Age UK's to work at a wider South West London level.
- Involve older people further in our services and decisions.
- Influence services supporting older people with dementia and carers and look to respond to gaps in provision where it is possible.
- Maintain a highly efficient staffing model, look for new sources of income and control costs where possible.
- Ensure we are meeting externally audited high-quality standards in all aspects of our work.
- Look for ways to better monitor the outcomes being achieved and evaluate our work.

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the Charity are by way of grant income, donations, income from activities, income from trading subsidiary companies, and this year in particular income from legacies. In total we received 7 legacies with a combined value of £84k.

The trustees intend to designate some of this funding for specific projects and are considering options.

Total income for the year increased by 8.9% or £171k in the year to £2.098m. Expenditure increased by 5.5% or £104k to £1.992m producing a surplus of £105k compared with a surplus of £39k in the previous year. But for the legacy income noted above which is, by its nature, non-recurring the surplus for the year would have been £21k.

During the year we received financial support from the London Borough of Richmond upon Thames (LBRuT), the Hampton Fund, the Richmond Parish Lands Charity, Age UK National, Barnes Fund, Emanuel Hospital Foundation, The GC Gibson Charitable Trust, the NHS as well as support from others.

Income & Expenditure

Total income for the year was £2,097,665 (2021/22 - £1,926,920) which included profits donated by the two trading subsidiary companies. Total expenditure for the year was £1,992,552 (2021/22 - £1,888,320). Staffing costs account for 41% of total costs, with our CilS partner costs at 39% and premises costs at 8%. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company of the Group which includes three wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. Acrute Ltd is no longer trading and is dormant. An application has been made to the Registrar to have the company struck off the register of companies at Companies House.

Investment Policy

The investment policy states that no investments shall be made other than cash deposits with banks approved by the Board; shares in any subsidiary company, and any investment in a body carrying on activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames reviewed its reserves policy during the year, together with all financial procedures, to ensure the Charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and information and advice services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted funds as shown in note 20 of these accounts is £722,184 (2021/22 - £617,071) meets the reserve funding objective.

It is a principle of the policy that unrestricted funds, not required as working capital or for other purposes, should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

REFERENCE AND ADMINISTRATIVE DETAILS

Patrons	Sarah Olney MP Munira Wilson MP
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	The White House Community Centre 45 The Avenue Hampton TW12 3RN
Trustees	Sandra Aldridge Liz Baran Clare Dixon (appointed on 23/02/2023) Kim Flitcroft Kate James - *Chair* David King - *Treasurer* Denise Mahoney (appointed on 10/11/2022) Anne McKee Alan McNab (appointed on 10/11/2022) Judith Rutherford Ratna Ruygrok Michael Styles (retired on 10/11/2022)
Company Secretary	David Baggs
Chief Executive Officer	Gavin Shand
Auditors	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon London SW19 4EU
Bankers	Barclays Bank plc CAF Bank Ltd CCLA Investment Management Ltd Cambridge & Counties Bank Ltd Hampshire Trust Bank Ltd HSBC Bank plc United Trust Bank Ltd Redwood Bank Ltd Virgin Money plc
Solicitors	IBB Law LLP and Russell Cooke LLP

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames 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 that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information (as defined by section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware; and
- each trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Signed on behalf of the Board of Trustees

Kate James

Kate James
Chair

Date 24th August 2023

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 the parent charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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.

In connection with our audit of the financial statements, 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 or a material misstatement of the other information. 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.

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, including the strategic report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic 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 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' annual report, 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 the 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 the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- the nature of the industry and sector, control environment and the group and parent charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the groups and parent charitable company's documentation of their 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 of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the parent charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and parent charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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 auditors' 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.

Jonathan Askew, FCA (Senior statutory auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditor
Chartered Accountants
Fourth Floor, Tuition House
27/37 St George's Road
London
SW19 4EU

[ ] 2023

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(including consolidated income and expenditure account)
Year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income					
Donations and memberships	3	43,404	-	43,404	48,763
Commercial trading activities	4	57,791	-	57,791	54,501
Income from charitable activities	5	378,948	1,611,807	1,990,755	1,804,235
Investment income - bank interest		5,715	-	5,715	1,455
Other income	6	-	-	-	17,966
Total Income		485,858	1,611,807	2,097,665	1,926,920
Expenditure					
Raising funds		(3,234)	-	(3,234)	(1,788)
Commercial trading activities	4	(70,064)	-	(70,064)	(65,590)
Expenditure on charitable activities	7	(302,852)	(1,616,402)	(1,919,254)	(1,820,942)
Total Expenditure	8	(376,150)	(1,616,402)	(1,992,552)	(1,888,320)
Net income / (expenditure) for the year	13	109,708	(4,595)	105,113	38,600
Transfers between funds	20/21	(4,595)	4,595	-	-
Net movement in funds for the year		105,113	-	105,113	38,600
Reconciliation of funds					
Total funds brought forward		617,071	-	617,071	578,471
Total funds carried forward		722,184	-	722,184	617,071

The Statement of Financial Activities includes all gains and losses recognised in the year and therefore a statement of total recognised gains and losses has not been prepared. All income and expenditure derive from continuing activities. The comparative statement of Financial Activities is shown in note 24.

The notes on pages 19 to 38 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED BALANCE SHEET
Year ended 31 March 2023

	Note	The Group 2023 £	The Group 2022 £	The Charity 2023 £	The Charity 2022 £
Fixed Assets					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		2	2	4	4
Current Assets					
Stock	15	3,050	3,088	-	-
Debtors	18	250,997	195,756	257,245	49,292
Cash at bank and in hand		1,027,545	1,125,370	755,171	948,089
		1,281,592	1,324,214	1,012,416	997,381
Current Liabilities					
Creditors: Amounts falling due within one year	19	(559,410)	(707,145)	(359,648)	(468,816)
Net Current Assets		722,182	617,069	652,768	528,565
Total Assets Less Current Liabilities & Total Net Assets		722,184	617,071	652,772	528,569
The Funds of the Charity:					
Unrestricted income funds	20	722,184	617,071	652,772	528,569
Restricted income funds	21	-	-	-	-
Total Charity Funds		722,184	617,071	652,772	528,569

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 circulated to members of the company.

They were approved by the Board of Trustees on 24th August 2023 and signed on their behalf by:

Kate James
Chair

David King
Treasurer

The notes on pages 19 to 38 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS
Year ended 31 March 2023

	Note	The Group 2023 £	£	The Group 2022 £	£
Cash flows from operating activities					
Net movement in funds for the year			105,113		38,600
add:					
depreciation charge	14	-		-	
less:					
Interest received		(5,715)		(1,455)	
Gain on sale of tangible fixed asset		-		-	
other adjustments:		-		-	
decrease in stocks	15	38		1,800	
(increase) in debtors	18	(55,241)		(12,081)	
(decrease) / increase in creditors	19	(147,735)		59,175	
			(208,653)		47,439
Net cash flows from operating activities			(103,540)		86,039
Cash flows from investing activities					
Interest received		5,715		1,455	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	14	-		-	
Net cash flows from investing activities			5,715		1,455
Cash flows from financing activities		-		-	
Net cash flows from financing activities			-		-
(Decrease) / increase in cash and cash equivalents in the year			(97,825)		87,494
Cash and cash equivalents at the beginning of the year			1,125,370		1,037,876
Cash and cash equivalents at the end of the year			1,027,545		1,125,370

The notes on pages 19 to 38 form part of these financial statements.

1 Accounting policies

The Charity is a company limited by guarantee registered in England & Wales and has no share capital. The charity's registered office address is The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN. Its registered company number is 4116911 and its charity number is 1084211.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2023 the company had 11 members (2022 - 10 members). During the year the Charity's constitution was amended to reflect the class of individuals to be known as members is now simply the charity's trustees.

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

a) Basis of preparation

These financial statements were 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 Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

The parent company, Age UK Richmond, also known as "the Charity" is included in the consolidated financial statements, and is considered to be a qualifying entity in that it meets the definition of a public benefit entity under FRS 102. The following exemptions available under FRS 102 in respect of certain disclosure requirements for the parent company financial statements have been applied:

- No separate parent company Cash Flow Statement with related notes is included.
- The company has taken advantage of an exemption, under the terms of Financial Reporting Standard 102, not to disclose related party transactions with wholly owned subsidiaries within the group.

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

b) Preparation of the accounts on a going concern basis

The trustees are satisfied that the Group is a going concern and that these accounts should be prepared on that basis. With the continuing uncertain economic outlook the trustees and C.E.O. remain in regular contact with our sponsoring local authorities and grant funders to secure their ongoing financial support.

Against this background the Group reported a cash outflow of -£97,825 for the year (2022 inflow £87,494) and a cash outflow of -£192,918 (2022 inflow £111,420) for the Charity alone. The Charity also has unrestricted funds totalling £652,772 (2022 - £528,569).

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months following the approval of these financial statements. The budgeted income and expenditure is sufficient with the existing level of reserves for the Charity to be able to continue as a going concern.

1 Accounting policies - cont.

c) Group financial statements / basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408(3) of the Companies Act 2006.

d) Income

Income is recognised in the SOFA 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 the amount can be measured reliably.

Grants receivable are recognised in the SOFA for the period which the Charity becomes entitled to the income. Grants received that have restrictions on entitlement relating to services that have not yet been delivered are treated as deferred income at the balance sheet date (see note 19). Grants received without any restriction on entitlement are recognised in full upon award.

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 been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from the provision of help at home services and community service activities is recognised as earned when the related services are provided.

Membership subscriptions are recognised as income over the period in which membership benefits accrue. All subscriptions run to 31 March with rates reducing for memberships less than 1 year.

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit form 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), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

On receipt, donated 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 in the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1 Accounting policies - cont.

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 or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. See Note 21 for more information. Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. See Note 21 for more information.

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 headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, 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. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity programmes and activities. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9 to the accounts.

j) Governance costs

Governance costs include the costs of compliance with constitutional and statutory requirements, external audit, and the costs of legal advice and insurance for the trustees.

k) Operating leases

Operating leases are where substantially all of the benefits and risks of ownership remain with the lessor. Rentals payable under operating leases are charged to the SOFA as incurred on a straight line basis over the term of the lease, or the period to the next rent review.

1 Accounting policies - cont.

l) Significant accounting judgements and estimates

In preparing these financial statements management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

m) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Asset category	Annual rate
Motor vehicles -	33%
Plant & equipment -	25%

n) Stock

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

o) 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 discount due.

p) Cash at bank and in hand

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

q) 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 discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

1 Accounting policies - cont.

r) Financial instruments

The Charity only has financial assets and 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 rate. The Charity does not have any bank loans.

s) Pensions

The Charity operates a defined contribution group personal pension plan with Scottish Widows which is available to all employees. The scheme was originally with Zurich Assurance and the scheme assets are, subject to legal approval by the Courts, shortly to be transferred to Scottish Widows. Employees joining the scheme contract directly with the insurance company. The Charity contributes 5% of earnings to the scheme and acts as agent in collecting and paying over employee pension contributions. The assets of the scheme are held separately from those of the Charity and the annual contributions are charged to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as accruals in the balance sheet.

t) Corporation tax

The Charity is considered to meet the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 as any surplus income and gains are applied for charitable purposes. The charity's trading subsidiary companies pay available profits to the Charity by gift aid donation. Their charge to corporation tax in the year is £nil. (2022 - £nil.)

2) Financial performance of the charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries, Age UK Handyperson Service Ltd and Age UK Richmond Services Ltd.

Age UK Handyperson Service Ltd provides home services to the people of Richmond and Age UK Richmond Services Ltd provides services to the people of Richmond under the council's Community Independent Living Service initiative. Both of these contracts are with the London Borough of Richmond Upon Thames and are operated through trading subsidiaries for legal and commercial reasons.

The summary financial performance of the Charity alone stated overleaf is:

2) Financial performance of the charity - cont.

	The Charity	
	2023	2022
	£	£
Income	837,299	679,750
Gift aid from subsidiary company		
- Age UK Richmond Handyperson Service Ltd	2,478	1,423
- Age UK Richmond Services Ltd	86,024	85,347
	925,801	766,520
Expenditure on charitable activities	(801,598)	(729,651)
Net income / (expenditure) for the year	124,203	36,869
Total funds brought forward	528,569	491,700
Total funds carried forward	652,772	528,569
Represented by:		
Unrestricted income funds	652,772	528,569
Restricted income funds	-	-
	652,772	528,569

3. Income from donations & memberships

	Unrestricted Funds 2023	Total Funds 2023	Total Funds 2022
	£	£	£
Donations			
Nightingale	307	307	-
Community services	5,903	5,903	7,972
Head office	15,795	15,795	26,120
Total donations	22,005	22,005	34,092
Membership subscriptions - social centres	21,399	21,399	14,671
	43,404	43,404	48,763

In accordance with the Charities SORP (FRS 102), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

4. Income from commercial trading activities

Age UK Richmond Handyperson Service Ltd, a Company registered in England and Wales, with Company registration number 08150786 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company.

The Company provided home services throughout the borough. A summary of its trading results, excluding transactions within the group, is shown below for the year ended 31 March 2023.

Gift Aid payments are treated as a distribution from the subsidiary to the charity and as such are only recognised when there is a legal obligation to make the payment. The gift aid payment was made after the year end and so is not recognised in either these consolidated financial statements or the financial statements of the subsidiary.

	Year Ended 31 March 2023	Year Ended 31 March 2022
	£	£
Help at home services	57,791	54,501
Grant funding	13,567	13,567
Total turnover	71,358	68,068
Cost of sales and administrative costs	(70,064)	(65,590)
Net profit	1,294	2,478
Amount gift aided to charity	(2,478)	(1,423)
Amount retained in subsidiary	(1,184)	1,055
The assets and liabilities of Age UK Handyperson Service Ltd were:	£	£
Current assets	25,851	30,859
Current liabilities	(24,556)	(28,380)
Total net assets	1,295	2,479
Share capital	1	1
Reserves	1,294	2,478
Total Capital and Reserves	1,295	2,479

5. Income from charitable activities

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
	£	£	£	£
Information & advice	109,034	135,392	244,426	185,008
Nightingale project	4,000	129,650	133,650	101,610
Community services	135,875	1,259,265	1,395,140	1,306,733
Help at home services	130,039	87,500	217,539	210,884
	378,948	1,611,807	1,990,755	1,804,235

Breakdown by category	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
	£	£	£	£
Information & advice				
LBRuT - Home maintenance contract	-	6,540	6,540	6,540
LBRuT - Cost of living grant	9,667		9,667	
LBRuT - commissioning (Richmond AID)	-	37,440	37,440	36,000
AGE UK National	10,000	-	10,000	10,000
AGE UK London	-	-	-	9,908
Richmond Parish Lands Charity	-	22,420	22,420	21,800
Hampton Fund Charity	-	64,200	64,200	81,860
Barnes Workhouse Fund	1,567	-	1,567	2,567
Emanuel Hospital Foundation	-	4,792	4,792	3,333
The GC Gibson Charitable Trust	3,000	-	3,000	3,000
Total grant & contract income	24,234	135,392	159,626	175,008
Activities income	589	-	589	-
Legacy income	84,211	-	84,211	10,000
	109,034	135,392	244,426	185,008
Nightingale project				
LBRUT - COVID'19 infection control	-	-	-	1,760
Richmond Parish Lands Charity	3,000	-	3,000	
Barnes Workhouse Fund	1,000		1,000	
Better Care Fund	-	129,650	129,650	99,850
	4,000	129,650	133,650	101,610

5. Income from charitable activities - cont.

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
Community services	£	£	£	£
LBRuT - Active Richmond / Digital inclusion	10,000	51,800	61,800	10,000
LBRuT - Dementia friendly Richmond	-	26,000	26,000	25,000
LBRuT - CiLS contract	-	1,124,735	1,124,735	1,127,888
Hampton Fund Charity	-	5,000	5,000	20,000
City Bridge Trust	-	-	-	27,000
Age UK National	-	45,063	45,063	-
Richmond Parish Lands Charity	8,600	-	8,600	7,800
Emanuel Hospital Foundation	-	1,667	1,667	3,333
The GC Gibson Charitable Trust	-	5,000	5,000	-
Barnes Workhouse Fund	2,567	-	2,567	2,567
Total grant & contract income	21,167	1,259,265	1,280,432	1,223,588
Lettings income	17,510	-	17,510	17,117
Barnes Community Association	1,248	-	1,248	732
Activities income	95,950	-	95,950	65,296
	135,875	1,259,265	1,395,140	1,306,733
Help at home services				
Housekeeping services	116,472	-	116,472	112,858
LBRuT - Home maintenance contract	-	72,500	72,500	69,460
Richmond Parish Lands Charity	11,000	-	11,000	11,000
Hampton Fund Charity	-	15,000	15,000	15,000
Barnes Workhouse Fund	2,567	-	2,567	2,566
	130,039	87,500	217,539	210,884

6. Other income

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
	£	£	£	£
Government grant - Job Retention Scheme	-	-	-	4,936
Age UK Buckinghamshire			-	13,030
	-	-	-	17,966

7. Expenditure on charitable activities

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Information & advice		4,229	139,854	144,083	152,197
Nightingale project		16,158	129,650	145,808	120,018
Community services		225,073	1,102,311	1,327,384	1,282,070
Help at home services		20,029	87,500	107,529	96,784
Support costs	9	24,088	154,202	178,290	156,241
Governance costs	10	13,275	2,885	16,160	13,632
		302,852	1,616,402	1,919,254	1,820,942

8. Analysis of total expenditure

	Note	Total Funds 2023 £	Total Funds 2022 £
Salary, NI & pensions	11	818,230	785,571
Recruitment, training, travel & volunteering		27,266	24,245
Premises costs		154,202	140,874
Office expenses		47,544	35,956
General Insurances		4,043	4,136
Publicity & promotions		7,282	7,844
Activity expenditure		149,839	98,180
Community Services partner costs		767,986	777,882
Governance costs	10	16,160	13,632
		1,992,552	1,888,320

9. Support costs

	Office £	Premises £	2023 Total £	2022 Total £
Information & advice	6,446	-	6,446	30,211
Nightingale project	762	-	762	585
Community services	16,174	154,202	170,376	124,097
Help at home services	706	-	706	1,348
	24,088	154,202	178,290	156,241

Cost allocation includes an element of judgement. Costs are allocated directly where possible and allocations have been calculated on a consistent basis year on year. Premises costs are allocated on the basis of head count and office expenses are on the basis of estimated time spent.

10. Governance costs

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Charity legal expenses/ indemnity insurances	-	-	-	1,228
AGM & governance meetings	1,975	-	1,975	-
Audit fees	8,050	-	8,050	7,750
Other non audit services	3,250		3,250	2,958
Legal & professional fees	-	2,885	2,885	1,695
	13,275	2,885	16,160	13,631

11. Staff costs and staff numbers

All staff are employed by the Charity although there are a number of staff who provided support to both the charitable and trading activities of the Group. The salaries of these staff are recharged to the relevant part of the group in proportion to the amount of time spent on work to support that part of the group. This is formalised in a cost sharing agreement between the Charity and the trading subsidiary.

Total staff costs were as follows:

	2023 £	2022 £
Wages and salaries	711,927	697,793
Social security costs	50,433	46,989
Pension costs	55,870	40,789
	818,230	785,571

Particulars of employees:

The average number of employees during the year on a head count basis was 47 (2022 - 49).
The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2023 No.	2022 No.
Information & advice	2	2
Community services	8	7
Help at home services	9	9
Nightingale project	3	2
	22	20

Key Management personnel for the Group are the senior management team totalling 3 employees. Remuneration and employer NIC's (total emoluments) & pension costs amounted to £156,026 (2022 - £177,823). No employee received emoluments of more than £60,000 during the year. (2022: between £60,000 - £70,000, One).

12. Subsidiary undertakings

During the year the Age UK Richmond Upon Thames Group carried out activities through two wholly owned trading subsidiaries.

Details of Age UK Richmond Handyperson Service Ltd and its results are disclosed in note 4 to the financial statements.

Age UK Richmond Services Ltd, a Company registered in England and Wales, with Company registration number 08809742 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company. A summary of its results is shown below for the year ended 31 March 2023. Surpluses generated are transferred to the charity (parent company) by way of gift aid donation.

	Year Ended 31 March 2023	Year Ended 31 March 2022
	£	£
Turnover	1,125,027	1,127,888
Cost of sales and administrative costs	(1,056,909)	(1,041,864)
Net operating profit	68,118	86,024
Amount gift aided to charity	(86,024)	(85,347)
Amount retained in subsidiary	(17,906)	677
The assets and liabilities of Age UK Richmond Services Ltd were:	£	£
Current assets	243,325	387,232
Current liabilities	(175,205)	(301,206)
Total net assets	68,120	86,026
Share capital	1	1
Reserves	68,119	86,025
Total Capital and Reserves	68,120	86,026

13. Net income / (expenditure) for the year

This is stated after charging:	2023 £	2022 £
Charity legal expenses/ trustee indemnity insurances	-	1,228
Operating lease rentals - land & buildings	111,635	111,635
Auditors' remuneration:		
- Audit of these financial statements	6,300	5,700
- Audit of subsidiary companies	5,000	4,500

14. Tangible fixed assets

The Group	Equipment	Motor Vehicles	Total	2022 Total
	£	£	£	£
Cost				
At 1 April 2022	60,324	19,957	80,281	80,281
At 31 March 2023	60,324	19,957	80,281	80,281
Depreciation				
At 1 April 2022	60,324	19,957	80,281	80,281
Charge for the year	-	-	-	-
At 31 March 2023	60,324	19,957	80,281	80,281
Net book value				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

The Charity	Equipment	Motor Vehicles	Total	2022 Total
	£	£	£	£
Cost				
At 1 April 2022	60,324	11,294	71,618	71,618
At 31 March 2023	60,324	11,294	71,618	71,618
Depreciation				
At 1 April 2022	60,324	11,294	71,618	71,618
Charge for the year	-	-	-	-
At 31 March 2023	60,324	11,294	71,618	71,618
Net book value				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

15. Stock

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Stock for resale	3,050	3,088	-	-

16. Investments

The Charity has a fixed asset investment in Acrute Limited (UK registered company No. 5687989) - 100% owned. The trade of the company was transferred to the Charity several years ago and the subsidiary has been dormant ever since. On the basis of immateriality these group accounts do not include the consolidated figures of the subsidiary.

Cost	2023	2022
	£	£
At 31 March 2023 and at 31 March 2022	2	2

Analysis of investment in subsidiary undertaking

Shares in group undertaking	2023	2022
	£	£
Acrute Ltd	2	2

	2023	2022
	£	£
Aggregate capital and reserves		
Acrute Ltd	1,804	1,804
Profit/(loss) for the year		
Acrute Ltd	-	-

17. Trustee emoluments & related party transactions

The trustees received no remuneration for their services to the Charity. The trustees received no reimbursed expenses for their duties as a Director/Trustee.
Indemnity insurance is now provided for trustees as part of our combined business insurance policy. In 2022 a separate policy provided cover with a premium of £991.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year (2022 - £ nil).

Three trustees made 5 donations totalling £ 270 (2022 - £80) as part of our fundraising efforts.

18. Debtors

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	38,553	26,474	46,954	23,943
Amounts owed by group undertakings	-	-	137,570	-
Prepayments & accrued income	72,721	25,349	72,721	25,349
Deferred costs	139,723	143,933	-	-
	250,997	195,756	257,245	49,292

19. Creditors: amounts falling due within one year

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	213,802	58,384	63,262	35,149
Amounts owed to group undertakings	-	-	-	91,255
Taxation and social security	20,434	71,090	21,264	14,507
Deferred income	131,276	263,969	108,476	14,584
Accruals & other creditors	193,898	313,702	166,646	313,321
	559,410	707,145	359,648	468,816

Analysis of movement of deferred income

	Balance at 1 April 2022	Receipts	Utilised	Balance at 31 March 2023
	£	£	£	£
Better Care Fund	10,000	183,650	(129,650)	64,000
Age UK National	-	73,400	(55,063)	18,337
Barnes Workhouse Fund	-	15,402	(7,701)	7,701
The GC Gibson Charitable Trust	-	8,000	(8,000)	-
Emanuel Hospital Foundation	(4,166)	10,625	(6,459)	-
Richmond Parish Lands	-	45,020	(45,020)	-
Hampton Fund	8,750	79,200	(84,200)	3,750
The Charity	14,584	415,297	(336,093)	93,788
London Borough Richmond Upon Thames	249,765	1,126,405	(1,338,682)	37,488
Lettings income	(380)	17,510	17,130	-
The Group	263,969	1,559,212	(1,657,645)	131,276

20. Analysis of movement in unrestricted income funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Balance at 1 April 2022	617,071	578,471	528,569	491,700
Income	485,858	388,096	574,360	474,865
Expenditure	(376,150)	(315,996)	(445,562)	(404,496)
Transfers	(4,595)	(33,500)	(4,595)	(33,500)
Balance at 31 March 2023	722,184	617,071	652,772	528,569

21. Analysis of movement in restricted income funds - the Group

Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. The Charity has the following restricted funds.

Information, advice & advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Community services: This fund is for the work of outreach and operating our social centres for older people in Richmond upon Thames.

Handyperson scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Nightingale project: This fund provides support to older people resident in Richmond upon Thames following discharge from hospital.

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Information & advice	-	135,392	(139,854)	4,462	-
Nightingale Project	-	129,650	(129,650)	-	-
Community services	-	1,259,265	(1,259,398)	133	-
Help at home services	-	87,500	(87,500)	-	-
	-	1,611,807	(1,616,402)	4,595	-

Deficiencies on various restricted funds have been made good from unrestricted funds where the restricted fund have overspent during the year

21. Analysis of movement in restricted income funds - the Charity

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Information & advice	-	135,392	(139,854)	4,462	-
Nightingale Project	-	129,650	(129,650)	-	-
Community services	-	134,238	(134,371)	133	-
Help at home services	-	15,000	(15,000)	-	-
	-	414,280	(418,875)	4,595	-

22. Contingent Asset

A legacy is due from the estate of a donor who died during the year under review although the amount cannot be reliably measured and so is not included in the results for the year.

23.Funds dispersed as an Agent

The Charity acts on behalf of two charities; Richmond Parish Lands Charity (RPLC) & The Richmond Charities in making small grants to individuals resident in the borough who are in need, suffering hardship or distress. The Charity holds these monies as agent for the two charities.

During the year £3,000 (2022 - £3,000) was received from The Richmond Charities and £8,000 (2022 - £6,000) was received from RPLC and £8,598 (2022 - £9,505) was paid out to 58 (2022 - 51) individuals with no grant exceeding £300. These grants do not pass through the Statement of Financial Activities.

At 31 March 2023 £2,318 (2022 - £3,934) was held on behalf of The Richmond Charities and £8,328 (2022 - £4,310) was held on behalf of RPLC.

24. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Unrestricted income funds:				
General Funds	-	2	722,182	722,184
Total Funds	-	2	722,182	722,184

25. Consolidated statement of financial activities - prior year

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
Income	£	£	£	£
Donations and memberships	48,763	-	48,763	66,122
Commercial trading activities	54,501	-	54,501	45,255
Income from charitable activities	265,411	1,538,824	1,804,235	1,797,831
Investment income	1,455	-	1,455	2,875
Other income	17,966		17,966	62,512
Total Income	388,096	1,538,824	1,926,920	1,974,595
Expenditure				
Raising funds	(1,788)	-	(1,788)	(2,854)
Commercial trading activities	(65,590)	-	(65,590)	(64,973)
Expenditure on charitable activities	(248,618)	(1,572,324)	(1,820,942)	(1,816,462)
Total Expenditure	(315,996)	(1,572,324)	(1,888,320)	(1,884,289)
Net income / (expenditure) for the year	72,100	(33,500)	38,600	90,306
Transfers between funds	(33,500)	33,500	-	-
Net movement in funds for the year	38,600	-	38,600	90,306
Reconciliation of funds				
Total funds brought forward	578,471	-	578,471	488,165
Total funds carried forward	617,071	-	617,071	578,471

26. Analysis of movement in unrestricted income funds - prior year

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Balance at 1 April 2021	578,471	488,165	491,700	402,548
Income	388,096	429,770	474,865	512,962
Expenditure	(315,996)	(317,804)	(404,496)	(402,150)
Transfers	(33,500)	(21,660)	(33,500)	(21,660)
Balance at 31 March 2022	617,071	578,471	528,569	491,700

27. Analysis of movement in restricted income funds - the Group prior year

	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	1,203,221	(1,220,704)	17,483	-
Help at home services	-	84,460	(86,797)	2,337	-
	-	1,538,824	(1,572,324)	33,500	-

28. Analysis of movement in restricted income funds - the Charity prior year

	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	75,333	(93,493)	18,160	-
Help at home services	-	15,000	(15,000)	-	-
	-	341,476	(373,316)	31,840	-

29. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Restricted income funds:				
Community services	-	-	-	-
Unrestricted income funds:				
General Funds	-	2	617,069	617,071
Total Funds	-	2	617,069	617,071

30. Commitments under operating leases

Minimum lease payments under non-cancellable operating leases for each of the following periods:

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Within one year	73,977	77,827	9,917	9,834
Between two to five years	101,428	37,368	-	-
	175,405	115,195	9,917	9,834

Other financial commitments as follows:

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Within one year	23,975	23,975	-	-
Between two to five years	37,960	13,985	-	-
	61,935	37,960	-	-

Obligations under both the lease payments and other financial commitments commenced on 1 November 2019 and expire on 31 October 2035, although there are break clauses linked to the Community Independent Living Contract (CiLS) with the Council.

See note 13 for operating lease payments recognised as an expense in the year.

AGE UK RICHMOND UPON THAMES

England & Wales - Charity number 1084211

Accounts

AGE UK RICHMOND UPON THAMES

COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2022

Company Registration Number - 4116911

Charity Registration Number - 1084211

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COMPANIES HOUSE

CONTENTS PAGE

Chair's statement	1 - 2
Trustees' annual report	3 - 11
Independent auditors' report to the members	12 - 15
Consolidated statement of financial activities (incorporating the income and expenditure account)	16
Consolidated balance sheet	17
Consolidated statement of cash flows	18
Notes to the financial statements	19 - 38

AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2022

Age UK Richmond's mission is to provide support for older people across the borough of Richmond upon Thames to live happier, healthier and more independent lives.

Over the last 2 years or more, the pandemic has caused disruption and major changes to our services. There was still a significant impact for the first part of this reporting period, but we have gradually been able to return to more normal services as the year has gone on. Not surprisingly, it has taken some time for people to feel confident about using face to face services again, but we are pleased that membership of our 3 social centres has been increasing and attendance at sessions and activities is growing.

Our focus now is on starting to deliver our new strategic plan which has 5 key elements:

- extending our reach to as many vulnerable and isolated people as possible
- providing fully inclusive services
- developing a Dementia offering that meets the needs of the community, and
- monitoring outcomes, and
- ensuring the sustainability of the charity so that we can continue to deliver excellent services for older people in the future.

We are grateful to Richmond Council for their continued support of the charity and its services through a grant for our Handyperson service, the contract for the Community and Independent Living Service (CiLS), and the Dementia Friendly Richmond initiative. We are also indebted to the Better Care Fund for the continued support of our Nightingale Home from Hospital service.

We are also very grateful for the continued support of our local charitable trust funders including City Bridge Trust, Hampton Fund, Richmond Parish Lands Charity, and the Barnes Fund. These grant funders have ensured we can fulfil our mission to support older people in the Borough through our diverse range of services from information and advice to our outreach programme of activities.

We are making good progress on Dementia Friendly Richmond. The aim is to make services and businesses in the Borough more accessible and welcoming to people living with dementia. We now have 56 organisations participating who have all identified specific actions which will improve the experience of those with dementia.

Towards the end of the year, we were successful in winning a 3-year contract from the Council to improve digital inclusion amongst older people. The project offers one to one IT lessons and computer drop-in sessions in relaxed, informal groups. Sessions are open to older people from across the Borough and clients can borrow one of our laptops or tablets if they do not have their own. The experience of the pandemic showed just how important digital inclusion is.

AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2022

I became Chair in November 2021, so Age UK Richmond was led for the majority of the year by my predecessor Charlotte Cornish who provided strong and imaginative leadership during a challenging time for all charities. I would like to thank her for her significant contribution. I would also like to thank Don Barrett and David Tatlow, the 2 Trustees who stood down during the year, for the support they provided to the charity.

Finally, I must thank our team of dedicated staff who are committed to providing high quality services to older people. They are supported by a group of around 90 enthusiastic and skilled volunteers. Without the contribution of staff and volunteers, we could not deliver the level and quality of service we currently do.

Kate James

Kate James
Chair of Trustees

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the Charity for the year ended 31 March 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2017 and again in 2020. This new constitution is based on the Age UK national charity (Age UK) constitution which is itself approved by the Charity Commission. In the event of the company being wound up members, now restricted to trustees, are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the Charity are entitled to appoint persons to the Board of Trustees. The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Executive Officer (CEO), Deputy CEO and Finance Manager in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the Charity satisfies its legal and contractual obligations. At present the Board has 9 members from a variety of professional backgrounds relevant to the work of the Charity. The CEO also attends board meetings but has no voting rights.

Equal Opportunities

Age UK Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the Charity is exposed, in particular those relating to the operations and finances of the Charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews the risks faced by the Charity and the steps and procedures needed to avoid and mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day-to-day operation of the organisation rests with the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own policy, direction and funding. Age UK Richmond upon Thames is a brand partner of Age UK. Working with Age UK we raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies, and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of Age UK organised meetings to share 'best practice' and ideas.

We receive monthly information and updates that may be of interest to local Age UK charities from Age UK, which undertakes national policy and campaigning work. Through Age UK, we also have access, to reduced cost training for staff and volunteers, to share 'best practice' with other local Age UK charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Age UK Richmond upon Thames is the parent company in the Group, which also includes three subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. AUK HPS is a trading company that provides a range of handyperson, housekeeping and gardening services. AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contract. Acrute Ltd is no longer trading and is currently dormant.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

OBJECTIVES AND ACTIVITIES

Purposes and Aims

Our Charity's purposes as set out in the objects contained in the company's Memorandum of Association, are to benefit the older members of the public by providing, preventative services and information, advice and advocacy.

We review our aims, objectives and activities each year. We continue to work towards achieving our targets set out in our Strategic plan for September 2021 - August 2024.

Our mission is to provide support to help local older people to live healthier, happier and more independent lives and our vision is to be the organisation all local older people trust to support them through their challenges and help them to embrace later life.

For the year ended 31 March 2022, our main objectives continued to be the improvement of the quality of life for older people in the London Borough of Richmond upon Thames and to enhance their status and influence. In order for Age UK Richmond upon Thames to meet its principal objectives we need to:

- Provide accessible high-quality services and support to greater numbers of older people
- Deliver and develop services and activities that meet changing demands and needs
- Influence local policy through service user evidence
- Continue to develop our organisation and make best use of resources
- Continue to develop partnerships to achieve improved outcomes

How our activities deliver public benefit

All our charitable activities focus on the principal objectives of Age UK Richmond upon Thames which are to:

- Promote the rights and needs of older people
- Provide high quality services that appropriately meet the needs of older people
- Research and identify new needs and explore innovative ways of meeting them
- Ensure the needs of older people are included in joint planning with statutory and other voluntary bodies

Trustees regularly consider Charity Commission guidance and updates, especially regarding public benefit. As an organisation we continue to ensure we deliver our multitude of services in line with our Articles of Association, maximizing public benefit.

ACHIEVEMENTS AND PERFORMANCE

This reporting period has again been a challenge; however, it has also been another successful year. We have developed as an organisation which has enabled us to improve the lives of older people with whom we engaged as we slowly moved out of the pandemic. We have also worked hard to continue to develop our relationships with other organisations in the borough through continued and innovative partnership working. We aim to ensure that older people get a high quality of service, tailored to their individual needs, regardless of which service they access. In late 2021 we developed our new strategic plan which has a focus on extending our reach, inclusion, Dementia, monitoring outcomes, and the sustainability of the charity.

Our many volunteers are integral to our success. They support virtually every service, and we continue to be grateful to them for their work and dedication, without which the Charity could struggle to function as efficiently as it does. In addition, we are supported by our skilled Board of Trustees who give strategic support and guidance on subjects including human resources, finance, and strategic planning.

Our partnership with Richmond Council continues to develop in relation to our Handyperson service, the Community and Independent Living Service (CiLS) contract, and the Dementia Friendly Richmond initiative. We are also indebted to the Better Care Fund for the continued support of our Nightingale provision. We are also incredibly grateful for the continued support of our local charitable trust funders including the Hampton Fund, Age UK's Emmanuel Hospital Trust, Richmond Parish Lands Charity, and The Barnes Fund.

Information & Advice Service

Our Welfare Benefits Support and Information & Advice service continues to be well utilised. Enquiries were varied and included advice on debt, social care, housing, leisure, and signposting to other services. In addition to calls to our telephone advice line, our specialist welfare benefits service helped individuals obtain the benefits they were entitled to, helping them to remain independent for longer.

Our Advice Extra service continues to support older residents whose needs do not fit into the general I&A offering. This service provides in-depth and comprehensive advice and support to older people facing significant emotional, practical, and social issues.

Home Services

Our home services incorporate our Handyperson, Gardening, and Housekeeping services. The aims of these services include improved safety in the home, improved security, increased independence and reduced social isolation and improved wellbeing and quality of life.

The Handyperson service focuses on smaller jobs that older and vulnerable people would find hard to get other tradesman to do but make a real difference to independence and wellbeing. We want our clients to be able to continue to live in their homes independently. It is designed to be accessible and affordable for all older people.

Age UK Richmond's team of staff and volunteer gardeners continue to do a range of jobs to meet all garden requirements including all year-round general gardening and maintenance. Feedback tells us that having a well-maintained garden helps clients feel an improved sense of wellbeing and safety.

Our Housekeeping offering continues to provide services to clients across the Borough We have however had issues in recruitment of housekeepers, and this has meant the waiting list for clients has grown over the reporting period. We are continuing to try and address the issue of recruitment.

Nightingale Service

The last year has enabled us to strengthen our relationships with clinicians and healthcare providers due to the stresses on the NHS and the importance of timely discharges from hospitals. The Nightingale service continues to make an enormous difference to those it supports. Its overall aim is to improve the wellbeing of older residents in the borough who are about to be, or have already been, discharged from hospital - not just in the short term through practical and emotional support, but also in the longer term, by tackling potential issues such as social isolation and loneliness.

The focus is to support the person to return home from hospital and provide practical help for them to stay at home safely and independently, and where needed to provide support to get them back on their feet and into their community, ultimately preventing a return to hospital.

Wellbeing Services

Our Wellbeing services continue to evolve and provide innovative and engaging activities for our users as we try to keep as many people as possible engaged, both in person and online. These activities enable our beneficiaries to lead a happier and healthier life and reduce social isolation.

Centre membership numbers steadily grew post pandemic, which has been encouraging. During this reporting period our Centre offerings continue to evolve as we look to implement ideas gleaned from user feedback from our User Group.

Community Independent Living Service (CiLS)

CiLS is a partnership-based contract, with Age UK Richmond leading nineteen other service providers. This partnership approach has been vital as we moved out of the pandemic - with joint working with the Neighbourhood Care Groups particularly important. As we move towards 2023, we will work in partnership with CiLS partners to develop further as we move forward without the previously restrictive Covid boundaries.

Dementia Friendly Richmond

Dementia Friendly Richmond which is coordinated by Age UK Richmond started in September 2021. It aims to create an inclusive borough where all residents affected by dementia are empowered and supported to live well. It helps support those with dementia and their carers.

We work closely with people living with dementia, and also with organisations and businesses across the borough who are keen to make the services they offer more friendly to those with dementia. This has been a remarkable success.

Pay policy for senior management

The Board of Directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the Charity in charge of directing, controlling, running and operating the Charity on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of all staff including the senior staff is reviewed annually. Trustees have available to them benchmarks against comparable roles for other locally based charities and other comparable Age UK's when determining salary levels and other employment benefits.

Looking Ahead

Looking ahead to 2023, it is imperative we work towards making positive steps to achieve our objectives in the current strategic plan, which covers the period up to August 2024:

- Reaching every part of the community
- Being a fully inclusive organisation
- Developing a robust dementia offering
- Monitoring our outputs and outcomes
- Continue to develop varied and sustainable funding models

Ultimately, we want to continue to provide our clients with the best possible services to meet their needs.

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the Charity are by way of grant income, donations, income from activities, and income from trading subsidiary companies.

Total income for the year decreased by 2.4% or £48k in the year to £1.927m. Expenditure increased by 0.2% or £4k to £1.888m producing a surplus of £39k compared with a surplus of £90k in the previous year.

During the year we received financial support from the London Borough of Richmond upon Thames (LBRuT), the Hampton Fund, the Richmond Parish Lands Charity, the Clinical Commissioning Group Resilience Fund, Age UK National, Barnes Fund, City Bridge Trust, The Big Lottery fund, The GC Gibson Charitable Trust, as well as support from other local and national charities.

Income & Expenditure

Total income for the year was £1,926,920 (2020/21 - £1,974,595) which included profits donated by the two trading subsidiary companies.

Total expenditure for the year was £1,888,320 (2020/21 - £1,884,289). Staffing costs account for 42% of total costs, with our CilS partner costs at 41% and premises costs at 8%. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company of the Group which includes three wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. Acrute Ltd is no longer trading and is dormant.

Investment Policy

The investment policy states that no investments shall be made other than cash deposits with banks approved by the Board; shares in any subsidiary company, and any investment in a body carrying on activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames reviewed its reserves policy during the year, together with all financial procedures, to ensure the Charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and information and advice services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted funds as shown in note 20 of these accounts is £617,071 (2020/21 - £578,471) meets the reserve funding objective.

It is a principle of the policy that unrestricted funds, not required as working capital or for other purposes, should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

REFERENCE AND ADMINISTRATIVE DETAILS

Patrons	Sarah Olney MP Munira Wilson MP
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	The White House Community Centre 45 The Avenue Hampton TW12 3RN
Trustees	Sandra Aldridge Liz Baran Don Barrett (retired on 11/11/2021) Charlotte Cornish (retired on 11/11/2021) Kim Flitcroft Kate James - *Chair* (appointed on 11/11/2021) David King - *Treasurer* Anne McKee Judith Rutherford (appointed on 05/08/2021) Ratna Ruygrok Michael Styles David Tatlow (retired on 11/11/2021)
Company Secretary	David Baggs
Chief Executive Officer	Robert Burton
Auditors	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon London SW19 4EU
Bankers	Barclays Bank plc CAF Bank Ltd CCLA Investment Management Ltd Hampshire Trust Bank Ltd HSBC Bank plc Virgin Money plc Redwood Bank Ltd
Solicitors	IBB Law LLP and Russell Cooke LLP

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames 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 that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information (as defined by section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware; and
- each trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Signed on behalf of the Board of Trustees

Kate James

Kate James
Chair

Date 11th August 2022

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 the parent 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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.

In connection with our audit of the financial statements, 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 or a material misstatement of the other information. 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.

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, including the strategic report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic 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 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' annual report, 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 the 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 the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- the nature of the industry and sector, control environment and the group and parent charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the groups and parent charitable company's documentation of their 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 of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the parent charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and parent charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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 auditors' 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.

Jonathan Askew, FCA (Senior statutory auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditor
Chartered Accountants
Fourth Floor, Tuition House
27/37 St George's Road
London
SW19 4EU

24/08/ 2022

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(including consolidated income and expenditure account)
Year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income					
Donations and memberships	3	48,763	-	48,763	66,122
Commercial trading activities	4	54,501	-	54,501	45,255
Income from charitable activities	5	265,411	1,538,824	1,804,235	1,797,831
Investment income - bank interest		1,455	-	1,455	2,875
Other income	6	17,966	-	17,966	62,512
Total Income		388,096	1,538,824	1,926,920	1,974,595
Expenditure					
Raising funds		(1,788)	-	(1,788)	(2,854)
Commercial trading activities	4	(65,590)	-	(65,590)	(64,973)
Expenditure on charitable activities	7	(248,618)	(1,572,324)	(1,820,942)	(1,816,462)
Total Expenditure	8	(315,996)	(1,572,324)	(1,888,320)	(1,884,289)
Net income / (expenditure) for the year	13	72,100	(33,500)	38,600	90,306
Transfers between funds	20/21	(33,500)	33,500	-	-
Net movement in funds for the year		38,600	-	38,600	90,306
Reconciliation of funds					
Total funds brought forward		578,471	-	578,471	488,165
Total funds carried forward		617,071	-	617,071	578,471

The Statement of Financial Activities includes all gains and losses recognised in the year and therefore a statement of total recognised gains and losses has not been prepared. All income and expenditure derive from continuing activities. The comparative statement of Financial Activities is shown in note 24.

The notes on pages 19 to 38 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED BALANCE SHEET
Year ended 31 March 2022

	Note	The Group 2022 £	The Group 2021 £	The Charity 2022 £	The Charity 2021 £
Fixed Assets					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		2	2	4	4
Current Assets					
Stock	15	3,088	4,888	-	-
Debtors	18	195,756	183,675	49,292	61,243
Cash at bank and in hand		1,125,370	1,037,876	948,089	836,669
		1,324,214	1,226,439	997,381	897,912
Current Liabilities					
Creditors: Amounts falling due within one year	19	(707,145)	(647,970)	(468,816)	(406,216)
Net Current Assets		617,069	578,469	528,565	491,696
Total Assets Less Current Liabilities & Total Net Assets		617,071	578,471	528,569	491,700
The Funds of the Charity:					
Unrestricted income funds	20	617,071	578,471	528,569	491,700
Restricted income funds	21	-	-	-	-
Total Charity Funds		617,071	578,471	528,569	491,700

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 circulated to members of the company.

They were approved by the Board of Trustees on 11th August 2022 and signed on their behalf by:

Kate James

Kate James
Chair

David King
Treasurer

The notes on pages 19 to 38 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS
Year ended 31 March 2022

	Note	The Group 2022 £	£	The Group 2021 £	£
Cash flows from operating activities					
Net movement in funds for the year			38,600		90,306
add:					
depreciation charge	14	-		-	
less:					
Interest received		(1,455)		(2,875)	
Gain on sale of tangible fixed asset		-		-	
other adjustments:		-		-	
(increase) / decrease in stocks	15	1,800		(3,450)	
(increase) in debtors	18	(12,081)		172,483	
increase in creditors	19	59,175		75,448	
			47,439		241,606
Net cash flows from operating activities			86,039		331,912
Cash flows from investing activities					
Interest received		1,455		2,875	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	14	-		-	
Net cash flows from investing activities			1,455		2,875
Cash flows from financing activities		-		-	
Net cash flows from financing activities			-		-
Increase / (decrease) in cash and cash equivalents in the year			87,494		334,787
Cash and cash equivalents at the beginning of the year			1,037,876		703,089
Cash and cash equivalents at the end of the year			1,125,370		1,037,876

The notes on pages 19 to 38 form part of these financial statements.

1 Accounting policies

The Charity is a company limited by guarantee registered in England & Wales and has no share capital. The charity's registered office address is The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN. Its registered company number is 4116911 and its charity number is 1084211.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2022 the company had 9 members (2021 - 10 members). During the year the Charity's constitution was amended to reflect the class of individuals to be known as members is now simply the charity's trustees.

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

a) Basis of preparation

These financial statements were 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 Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

The parent company, Age UK Richmond, also known as "the Charity" is included in the consolidated financial statements, and is considered to be a qualifying entity in that it meets the definition of a public benefit entity under FRS 102. The following exemptions available under FRS 102 in respect of certain disclosure requirements for the parent company financial statements have been applied:

- No separate parent company Cash Flow Statement with related notes is included.
- The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102, not to disclose related party transactions with wholly owned subsidiaries within the group.

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

b) Preparation of the accounts on a going concern basis

The trustees are satisfied that the Group is a going concern and that these accounts should be prepared on that basis. With the continuing uncertain economic outlook the trustees and C.E.O. remain in regular contact with our sponsoring local authorities and grant funders to secure their ongoing financial support.

Against this background the Group reported a cash inflow of £87,494 for the year (2021 - £334,787) and a cash inflow of £111,420 (2021 - £247,950) for the Charity alone. The Charity also has unrestricted funds totalling £528,569 (2021 - £491,700).

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months following the approval of these financial statements. The budgeted income and expenditure is sufficient with the existing level of reserves for the Charity to be able to continue as a going concern.

1 Accounting policies - cont.

c) Group financial statements / basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408(3) of the Companies Act 2006.

d) Income

Income is recognised in the SOFA 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 the amount can be measured reliably.

Grants receivable are recognised in the SOFA for the period which the Charity becomes entitled to the income. Grants received that have restrictions on entitlement relating to services that have not yet been delivered are treated as deferred income at the balance sheet date (see note 19). Grants received without any restriction on entitlement are recognised in full upon award.

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 been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from the provision of help at home services and community service activities is recognised as earned when the related services are provided.

Membership subscriptions are recognised as income over the period in which membership benefits accrue. All subscriptions run to 31 March with rates reducing for memberships less than 1 year.

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item 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), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

On receipt, donated 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 in the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1 Accounting policies - cont.

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 or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. See Note 21 for more information. Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. See Note 21 for more information.

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 headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, 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. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity programmes and activities. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9 to the accounts.

j) Governance costs

Governance costs include the costs of compliance with constitutional and statutory requirements, external audit, and the costs of legal advice and insurance for the trustees.

k) Operating leases

Operating leases are where substantially all of the benefits and risks of ownership remain with the lessor. Rentals payable under operating leases are charged to the SOFA as incurred on a straight line basis over the term of the lease, or the period to the next rent review.

1 Accounting policies - cont.

l) Significant accounting judgements and estimates

In preparing these financial statements management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

m) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Asset category	Annual rate
Motor vehicles -	33%
Plant & equipment -	25%

n) Stock

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

o) 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 discount due.

p) Cash at bank and in hand

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

q) 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 discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

1 Accounting policies - cont.

r) Financial instruments

The Charity only has financial assets and 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 rate. The Charity does not have any bank loans.

s) Pensions

The Charity operates a defined contribution group personal pension plan with Scottish Widows which is available to all employees. The scheme was originally with Zurich Assurance and the scheme assets are, subject to legal approval by the Courts, shortly to be transferred to Scottish Widows. Employees joining the scheme contract directly with the insurance company. The Charity contributes 5% of earnings to the scheme and acts as agent in collecting and paying over employee pension contributions. The assets of the scheme are held separately from those of the Charity and the annual contributions are charged to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as accruals in the balance sheet.

t) Corporation tax

The Charity is considered to meet the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 as any surplus income and gains are applied for charitable purposes. The charity's trading subsidiary companies pay available profits to the Charity by gift aid donation. Their charge to corporation tax in the year is £nil. (2021 - £nil.)

2) Financial performance of the charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries, Age UK Handyperson Service Ltd and Age UK Richmond Services Ltd.

Age UK Handyperson Service Ltd provides home services to the people of Richmond and Age UK Richmond Services Ltd provides services to the people of Richmond under the council's Community Independent Living Service initiative. Both of these contracts are with the London Borough of Richmond Upon Thames and are operated through trading subsidiaries for legal and commercial reasons.

The summary financial performance of the Charity alone stated overleaf is:

2) Financial performance of the charity - cont.

	The Charity	
	2022	2021
	£	£
Income	679,750	678,428
Gift aid from subsidiary company		
- Age UK Richmond Handyperson Service Ltd	1,423	1,912
- Age UK Richmond Services Ltd	85,347	81,281
	766,520	761,621
Expenditure on charitable activities	(729,651)	(672,469)
Net income / (expenditure) for the year	36,869	89,152
Total funds brought forward	491,700	402,548
Total funds carried forward	528,569	491,700
Represented by:		
Unrestricted income funds	528,569	491,700
Restricted income funds	-	-
	528,569	491,700

3. Income from donations & memberships

	Unrestricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£
Donations			
Nightingale	-	-	900
Community services	7,972	7,972	5,966
Head office	26,120	26,120	59,153
Total donations	34,092	34,092	66,019
Membership subscriptions - social centres	14,671	14,671	103
	48,763	48,763	66,122

In accordance with the Charities SORP (FRS 102), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

4. Income from commercial trading activities

Age UK Richmond Handyperson Service Ltd, a Company registered in England and Wales, with Company registration number 08150786 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company.

The Company provided home services throughout the borough. A summary of its trading results, excluding transactions within the group, is shown below for the year ended 31 March 2022.

Gift Aid payments are treated as a distribution from the subsidiary to the charity and as such are only recognised when there is a legal obligation to make the payment. The gift aid payment was made after the year end and so is not recognised in either these consolidated financial statements or the financial statements of the subsidiary.

	Year Ended 31 March 2022	Year Ended 31 March 2021
	£	£
Help at home services	54,501	45,255
Grant funding	13,567	21,141
Total turnover	68,068	66,396
Cost of sales and administrative costs	(65,590)	(64,973)
Net profit	2,478	1,423
Amount gift aided to charity	(1,423)	(1,912)
Amount retained in subsidiary	1,055	(489)
The assets and liabilities of Age UK Handyperson Service Ltd were:	£	£
Current assets	30,859	61,040
Current liabilities	(28,380)	(59,616)
Total net assets	2,479	1,424
Share capital	1	1
Reserves	2,478	1,423
Total Capital and Reserves	2,479	1,424

5. Income from charitable activities

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Information & advice	35,475	149,533	185,008	168,210
Nightingale project	-	101,610	101,610	99,925
Community services	103,512	1,203,221	1,306,733	1,338,137
Help at home services	126,424	84,460	210,884	191,559
	265,411	1,538,824	1,804,235	1,797,831

Breakdown by category	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Information & advice				
LBRuT - Home maintenance contract	-	6,540	6,540	6,540
LBRuT - commissioning (Richmond AID)	-	36,000	36,000	36,000
Age UK National	10,000	-	10,000	15,000
Age UK London	9,908	-	9,908	4,530
Richmond Parish Lands Charity	-	21,800	21,800	31,200
Hampton Fund Charity	-	81,860	81,860	52,257
Barnes Workhouse Fund	2,567	-	2,567	5,133
Emanuel Hospital Foundation	-	3,333	3,333	-
The GC Gibson Charitable Trust	3,000	-	3,000	3,000
Total grant & contract income	25,475	149,533	175,008	153,660
Activities income	-	-	-	30
Legacy income	10,000	-	10,000	14,520
	35,475	149,533	185,008	168,210
Nightingale project				
LBRUT - COVID'19 infection control	-	1,760	1,760	75
Better Care Fund	-	99,850	99,850	99,850
	-	101,610	101,610	99,925

5. Income from charitable activities - cont.

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
Community services	£	£	£	£
LBRuT - Covid'19 grants	10,000	-	10,000	38,498
LBRuT - Dementia friendly Richmond	-	25,000	25,000	-
LBRuT - CiLS contract	-	1,127,888	1,127,888	1,163,185
Hampton Fund Charity	-	20,000	20,000	20,000
City Bridge Trust	-	27,000	27,000	61,333
Age UK National	-	-	-	31,796
Richmond Parish Lands Charity	7,800	-	7,800	-
Emanuel Hospital Foundation	-	3,333	3,333	-
The Big Lottery fund - 'Awards for All'	-	-	-	9,900
Barnes Workhouse Fund	2,567	-	2,567	5,133
Total grant & contract income	20,367	1,203,221	1,223,588	1,329,845
Lettings income	17,117	-	17,117	(150)
Barnes Community Association	732	-	732	732
Activities income	65,296	-	65,296	7,710
	103,512	1,203,221	1,306,733	1,338,137
Help at home services				
Housekeeping services	112,858	-	112,858	90,966
LBRuT - Home maintenance contract	-	69,460	69,460	69,460
Richmond Parish Lands Charity	11,000	-	11,000	11,000
Hampton Fund Charity	-	15,000	15,000	15,000
Barnes Workhouse Fund	2,566	-	2,566	5,133
	126,424	84,460	210,884	191,559

6. Other income

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
Government grant - Job Retention Scheme	4,936	-	4,936	62,512
Age UK Buckinghamshire	13,030	-	13,030	-
Government grant - Job Retention Scheme	17,966	-	17,966	62,512

7. Expenditure on charitable activities

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Information & advice		15,992	136,205	152,197	142,308
Nightingale project		18,409	101,610	120,019	115,214
Community services		179,954	1,102,116	1,282,070	1,244,901
Help at home services		12,324	84,460	96,784	94,041
Support costs	9	10,003	146,238	156,241	202,567
Governance costs	10	11,936	1,695	13,631	17,431
		248,618	1,572,324	1,820,942	1,816,462

8. Analysis of total expenditure

	Note	Total Funds 2022 £	Total Funds 2021 £
Salary, NI & pensions	11	785,571	755,298
Recruitment, training, travel & volunteering		24,245	16,334
Premises costs		140,874	170,800
Office expenses		35,956	50,689
General Insurances		4,136	4,268
Publicity & promotions		7,844	8,079
Activity expenditure		98,180	48,187
Community Services partner costs		777,883	813,203
Governance costs	10	13,631	17,431
		1,888,320	1,884,289

9. Support costs

	Office £	Premises £	2022 Total £	2021 Total £
Information & advice	3,524	26,687	30,211	61,617
Nightingale project	264	321	585	1,886
Community services	5,509	118,588	124,097	136,975
Help at home services	706	642	1,348	2,089
	10,003	146,238	156,241	202,567

Cost allocation includes an element of judgement. Costs are allocated directly where possible and allocations have been calculated on a consistent basis year on year. Premises costs are allocated on the basis of head count and office expenses are on the basis of estimated time spent.

10. Governance costs

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Charity legal expenses/ indemnity insurances	1,228	-	1,228	1,780
AGM & governance meetings	-	-	-	-
Audit fees	10,708	-	10,708	10,200
Legal & professional fees	-	1,695	1,695	5,451
	11,936	1,695	13,631	17,431

We now receive legal expenses and indemnity insurance as part of our brand partner agreement with Age UK.

11. Staff costs and staff numbers

All staff are employed by the Charity although there are a number of staff who provided support to both the charitable and trading activities of the Group. The salaries of these staff are recharged to the relevant part of the group in proportion to the amount of time spent on work to support that part of the group. This is formalised in a cost sharing agreement between the Charity and the trading subsidiary.

Total staff costs were as follows:	2022 £	2021 £
Wages and salaries	697,793	681,824
Social security costs	46,989	43,167
Pension costs	40,789	30,307
	785,571	755,298

Particulars of employees:

The average number of employees during the year on a head count basis was 49 (2021 - 49).

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:	2022 No.	2021 No.
Information & advice	2	2
Community services	7	7
Help at home services	9	10
Nightingale project	2	2
	20	21

Key Management personnel for the Group are the senior management team totalling 3 employees. Remuneration and employer NIC's & pension costs (total emoluments) amounted to £177,823 (2021 - £168,168). One employee received emoluments of more than £60,000 during the year. (2021 - One). The CEO's emoluments, excluding employers NIC's, were £63,529 (2021 - £60,846).

12. Subsidiary undertakings

During the year the Age UK Richmond Upon Thames Group carried out activities through two wholly owned trading subsidiaries.

Details of Age UK Richmond Handyperson Service Ltd and its results are disclosed in note 4 to the financial statements.

Age UK Richmond Services Ltd, a Company registered in England and Wales, with Company registration number 08809742 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company. A summary of its results is shown below for the year ended 31 March 2022. Surpluses generated are transferred to the charity (parent company) by way of gift aid donation.

	Year Ended 31 March 2022	Year Ended 31 March 2021
	£	£
Turnover	1,127,888	1,163,185
Cost of sales and administrative costs	(1,041,864)	(1,077,838)
Net operating profit	86,024	85,347
Amount gift aided to charity	(85,347)	(81,281)
Amount retained in subsidiary	677	4,066
The assets and liabilities of Age UK Richmond Services Ltd were:	£	£
Current assets	387,232	416,040
Current liabilities	(301,206)	(330,692)
Total net assets	86,026	85,348
Share capital	1	1
Reserves	86,025	85,347
Total Capital and Reserves	86,026	85,348

13. Net income / (expenditure) for the year

This is stated after charging:	2022 £	2021 £
Charity legal expenses/ trustee indemnity insurances	1,228	1,780
Operating lease rentals - land & buildings	111,635	143,058
Auditors' remuneration:		
- Audit of these financial statements	5,700	5,700
- Audit of subsidiary companies	4,500	4,500

14. Tangible fixed assets

The Group	Equipment	Motor Vehicles	Total	2021 Total
	£	£	£	£
Cost				
At 1 April 2021	60,324	19,957	80,281	80,281
At 31 March 2022	60,324	19,957	80,281	80,281
Depreciation				
At 1 April 2021	60,324	19,957	80,281	80,281
Charge for the year	-	-	-	-
At 31 March 2022	60,324	19,957	80,281	80,281
Net book value				
At 31 March 2022	-	-	-	-
At 31 March 2021	-	-	-	-

The Charity	Equipment	Motor Vehicles	Total	2021 Total
	£	£	£	£
Cost				
At 1 April 2021	60,324	11,294	71,618	71,618
At 31 March 2022	60,324	11,294	71,618	71,618
Depreciation				
At 1 April 2021	60,324	11,294	71,618	71,618
Charge for the year	-	-	-	-
At 31 March 2022	60,324	11,294	71,618	71,618
Net book value				
At 31 March 2022	-	-	-	-
At 31 March 2021	-	-	-	-

15. Stock

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Stock for resale	3,088	4,888	-	-

16. Investments

The Charity has a fixed asset investment in Acrute Limited (UK registered company No. 5687989) - 100% owned. The trade of the company was transferred to the Charity several years ago and the subsidiary has been dormant ever since. On the basis of immateriality these group accounts do not include the consolidated figures of the subsidiary.

Cost	2022	2021
	£	£
At 31 March 2022 and at 31 March 2021	2	2

Analysis of investment in subsidiary undertaking

Shares in group undertaking	2022	2021
	£	£
Acrute Ltd	2	2

	2022	2021
	£	£
Aggregate capital and reserves		
Acrute Ltd	1,804	1,804
Profit/(loss) for the year		
Acrute Ltd	-	-

17. Trustee emoluments & related party transactions

The trustees received no remuneration for their services to the Charity. The trustees received no reimbursed expenses for their duties as a Director/Trustee.

Indemnity insurance is provided for trustees, premiums paid during the year totalled £991 (2021 - £944).

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year (2021 - £ nil).

Three trustees made donations totalling £230, without conditions, during the year.

18. Debtors

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Trade debtors	26,474	22,637	23,943	19,517
Amounts owed by group undertakings	-	-	-	31,847
Prepayments & accrued income	25,349	9,879	25,349	9,879
Deferred costs	143,933	151,159	-	-
	195,756	183,675	49,292	61,243

19. Creditors: amounts falling due within one year

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	58,384	47,796	35,149	19,607
Amounts owed to group undertakings	-	-	91,255	116,707
Taxation and social security	71,090	62,714	14,507	7,742
Deferred income	263,969	303,130	14,584	26,910
Accruals & other creditors	313,702	234,330	313,321	235,250
	707,145	647,970	468,816	406,216

Analysis of movement of deferred income

	Balance at 1 April 2021	Receipts	Utilised	Balance at 31 March 2022
	£	£	£	£
City Bridge Trust	(13,500)	40,500	(27,000)	-
Better Care Fund	10,000	99,850	(99,850)	10,000
The GC Gibson Charitable Trust	-	3,000	(3,000)	-
Emanuel Hospital Foundation		2,500	(6,666)	(4,166)
Richmond Parish Lands	-	40,600	(40,600)	-
Hampton Fund	30,410	95,200	(116,860)	8,750
The Charity	26,910	281,650	(293,976)	14,584
London Borough Richmond Upon Thames	275,300	1,212,203	(1,237,738)	249,765
Lettings income	920	17,117	18,417	(380)
The Group	303,130	1,510,970	(1,513,297)	263,969

20. Analysis of movement in unrestricted income funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Balance at 1 April 2021	578,471	488,165	491,700	402,548
Income	388,096	429,770	474,865	512,962
Expenditure	(315,996)	(317,804)	(404,496)	(402,150)
Transfers	(33,500)	(21,660)	(33,500)	(21,660)
Balance at 31 March 2022	617,071	578,471	528,569	491,700

21. Analysis of movement in restricted income funds - the Group

Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. The Charity has the following restricted funds.

Information, advice & advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Community services: This fund is for the work of outreach and operating our social centres for older people in Richmond upon Thames.

Handyperson scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Nightingale project: This fund provides support to older people resident in Richmond upon Thames following discharge from hospital.

	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	1,203,221	(1,220,704)	17,483	-
Help at home services	-	84,460	(86,797)	2,337	-
	-	1,538,824	(1,572,324)	33,500	-

Deficiencies on various restricted funds have been made good from unrestricted funds where the restricted fund have overspent during the year

21. Analysis of movement in restricted income funds - the Charity

	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Information & advice	-	149,533	(162,892)	13,359	-
Nightingale Project	-	101,610	(101,931)	321	-
Community services	-	75,333	(93,493)	18,160	-
Help at home services	-	15,000	(15,000)	-	-
	-	341,476	(373,316)	31,840	-

22.Funds dispersed as an Agent

The Charity acts on behalf of two charities; Richmond Parish Lands Charity (RPLC) & The Richmond Charities in making small grants to individuals resident in the borough who are in need, suffering hardship or distress. The Charity holds these monies as agent for the two charities.

During the year £3,000 (2021 - £4,500) was received from The Richmond Charities and £6,000 (2021 - £6,000) was received from RPLC and £9,505 (2021 - £9,417) was paid out to 51 (2021 - 44) individuals with no grant exceeding £300. These grants do not pass through the Statement of Financial Activities.

23. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Unrestricted income funds:				
General Funds	-	2	617,069	617,071
Total Funds	-	2	617,069	617,071

24. Consolidated statement of financial activities - prior year

Income	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations and memberships	70,652	-	70,652	58,120
Commercial trading activities	45,255	-	45,255	48,908
Income from charitable activities	248,476	1,544,825	1,793,301	1,561,572
Investment income	2,875	-	2,875	2,407
Other income	62,512		62,512	3,629
Total Income	429,770	1,544,825	1,974,595	1,674,636
Expenditure				
Raising funds	(2,854)	-	(2,854)	(5,153)
Commercial trading activities	(64,973)	-	(64,973)	(52,129)
Expenditure on charitable activities	(249,977)	(1,566,485)	(1,816,462)	(1,569,758)
Total Expenditure	(317,804)	(1,566,485)	(1,884,289)	(1,627,040)
Net income / (expenditure) for the year	111,966	(21,660)	90,306	47,596
Transfers between funds	(21,660)	21,660	-	-
Net movement in funds for the year	90,306	-	90,306	47,596
Reconciliation of funds				
Total funds brought forward	488,165	-	488,165	440,569
Total funds carried forward	578,471	-	578,471	488,165

25. Analysis of movement in unrestricted income funds - prior year

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2021 £	2020 £	2021 £	2020 £
Balance at 1 April 2020	488,165	440,569	402,548	428,948
Income	429,770	508,175	512,962	518,584
Expenditure	(317,804)	(421,331)	(402,150)	(505,736)
Transfers	(21,660)	(39,248)	(21,660)	(39,248)
Balance at 31 March 2021	578,471	488,165	491,700	402,548

26. Analysis of movement in restricted income funds - the Group prior year

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Information & advice	-	115,997	(133,939)	17,942	-
Nightingale Project	-	99,850	(100,244)	394	-
Community services	-	1,244,518	(1,246,507)	1,989	-
Help at home services	-	84,460	(85,795)	1,335	-
	-	1,544,825	(1,566,485)	21,660	-

27. Analysis of movement in restricted income funds - the Charity prior year

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Information & advice	-	115,997	(133,939)	17,942	-
Nightingale Project	-	99,850	(100,244)	394	-
Community services	-	81,333	(83,322)	1,989	-
Help at home services	-	26,000	(15,751)	(10,249)	-
	-	323,180	(333,256)	10,076	-

28. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Restricted income funds:				
Community services	-	-	-	-
Unrestricted income funds:				
General Funds	-	2	578,469	578,471
Total Funds	-	2	578,469	578,471

29. Commitments under operating leases

Minimum lease payments under non-cancellable operating leases for each of the following periods:

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Within one year	77,827	77,827	13,767	13,767
Between two to five years	37,368	101,428	-	-
	115,195	179,255	13,767	13,767

Other financial commitments as follows:

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Within one year	23,975	23,975	-	-
Between two to five years	13,985	37,960	-	-
	37,960	61,935	-	-

Obligations under both the lease payments and other financial commitments commenced on 1 November 2019 and expire on 31 October 2035, although there are break clauses linked to the Community Independent Living Contract (CiLS) with the Council.

See note 13 for operating lease payments recognised as an expense in the year.

AGE UK RICHMOND UPON THAMES

England & Wales - Charity number 1084211

Accounts

AGE UK RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2021

Company Registration Number - 4116911

Charity Registration Number - 1084211

CONTENTS PAGE

Chair's statement	1 - 2
Trustees' annual report	3 - 12
Independent auditors' report to the members	13 - 16
Consolidated statement of financial activities (incorporating the income and expenditure account)	17
Consolidated balance sheet	18
Consolidated statement of cash flows	19
Notes to the financial statements	20 - 39

AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2021

Overview

Age UK Richmond upon Thames' mission is to provide support to help local older people to live healthier, happier and more independent lives across the whole of the London Borough of Richmond upon Thames, from Hampton in the West, to Barnes in the East.

2020-2021 was a year of learning and development for us. Looking back over last year's report written in June 2020, it seems extraordinary that we thought the worst of the pandemic was behind us. In fact as we all know, the third wave in the Spring of 2021 was the worst yet, and we all had to suffer another lockdown. I am pleased to say, that as in the first lockdown, the Age UK Richmond team - staff, trustees and volunteers - were brilliant, once again continuing to provide all the services that we could safely provide face to face and shifting online for those that we could not provide in person.

Not surprisingly, the pandemic has had a long-term impact on Age UK Richmond - despite the success of the vaccine programme, many of our users are still worried about interacting face to face, and use of our social centres is still down from pre-pandemic, though we are seeing signs of a recent uplift.

Notwithstanding the negative impacts of the pandemic, the last year has also been a creative time with many new initiatives starting at Age UK Richmond- examples include: 250 boxes sent to users with activities and wellbeing suggestions; Writing Challenges - including the publishing of our book - 'Everyone has a Story' which includes 40 essays from users across Age UK Richmond; and our online exercise classes, which are still continuing despite the centres re-opening as some people prefer the flexibility of being able to exercise from home.

2021 has also seen the start of our new initiative to make Richmond Upon Thames a dementia friendly Borough. Launched in April, this has been a great success with 40 organisations already signed up.

The Board of Trustees have been busy too, working on our new strategic plan - this was delayed one year because of the pandemic, but the new plan and our objectives for the next three years can be found at www.ageukrichmond.org.uk.

The key objectives in the new plan include extending our reach to those underserved older people in the Borough and those most in need; ensuring we are an inclusive organisation -providing services for all older people whatever their circumstances or situation; ensuring that our services are run with, and by, our users and listening and learning from their feedback; and monitoring our impact effectively so that we can articulate our value to funders, and maintain our relatively strong financial position.

Two of these objectives are already well underway - first, the team has been working on the diversity and inclusion of the organisation, kicking off with a very thought-provoking training session run online and attended by staff, and many trustees and volunteers. We were all challenged to become allies of discriminated groups, and shown how to demonstrate our inclusivity. Second, ensuring we listen and learn from feedback, our user group set up by ex-trustee Denis Palmer, has been running for the past year, and has been an important conduit for feedback on services directly to the Board.

AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2021

Our Supporters

As always, we are very grateful to Richmond Council for their continued support of the charity and its services through a grant for our Handyperson service, the Community and Independent Living Service (CiLS) contract, and the new Dementia Friendly Richmond initiative. We are also indebted to the Better Care Fund for the continued support of our Nightingale Home from Hospital service.

We are also very grateful for the continued support of our local charitable trust funders including the Hampton Fund, Richmond Parish Lands Charity, the Barnes Fund and in the wider London area the City Bridge Trust and national funders, National Lottery Awards for All. On top of the ongoing funding as mentioned, City Bridge Trust, Richmond Parish Lands Charity and the Local Authority increased their grant to cover the covid period. These grant funders have ensured we can fulfil our mission to support older people in the Borough through our diverse range of services from information and advice to our outreach programme of activities.

We are fortunate in having a committed and caring team of people who run our services. Alongside the staff team we also have a group of some 100 engaged and hard-working volunteers. Our service could not be delivered without the expertise and care that our staff and volunteers bring to their work every day. A huge thank you to all of you, from me and the Board of Trustees.

Alongside all of these supporters, we are fortunate enough to work alongside numerous other voluntary sector partners across the Borough who provide excellent services to a diverse range of users. The CILs contract has proven to be effective during the pandemic, and all of the organisations in the CILs partnership continue to work well together to provide services for people in Richmond.

Sadly, this year I have come to the end of my term as Chair of Age UK Richmond, and after 9 years I am also stepping down as a trustee of the charity. I would like to take this opportunity to thank everyone within the Age UK Richmond team. First, our great Board of trustees, which includes our new interim Chair, Kate James. Kate lives in Richmond Borough and brings previous experience as Chair of Age UK Sutton, which will ease the handover considerably. All of the Age UK Richmond trustees bring a different skill and perspective to the Board and in combination represent the diversity of the older population in the Borough. Second, I would like to thank our fantastic staff team, led by Rob Burton - the staff team have gone from strength to strength in the last year, bringing energy and passion to everything they do.

I am happy to leave the charity in a great position - we are in a relatively financially sustainable position, we are offering diverse and inclusive services to older people in the Borough, and we are working with our partners to achieve all of our objectives in the optimal way. This just leaves me to wish the organisation every success in the future. Thank you and best wishes,



Charlotte Cornish
Chair of Trustees

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the Charity for the year ended 31 March 2021.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2017 and again in 2020. This new constitution is based on the Age UK national charity (Age UK) constitution which is itself approved by the Charity Commission. In the event of the company being wound up members, now restricted to trustees, are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the Charity are entitled to appoint persons to the Board of Trustees. The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Executive Officer (CEO), Finance Manager and Operations Manager in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the Charity satisfies its legal and contractual obligations. At present the Board has 11 members from a variety of professional backgrounds relevant to the work of the Charity. The CEO also attends board meetings but has no voting rights.

Equal Opportunities

Age UK Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the Charity is exposed, in particular those relating to the operations and finances of the Charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews the risks faced by the Charity and the steps and procedures needed to avoid and mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day-to-day operation of the organisation rests with the Chief Executive Officer. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own policy, direction and funding. Age UK Richmond upon Thames is a brand partner of Age UK. Working with Age UK we raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies, and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of Age UK organised meetings to share 'best practice' and ideas.

We receive monthly information and updates that may be of interest to local Age UK charities from Age UK, which undertakes national policy and campaigning work. Through Age UK, we also have access, to reduced cost training for staff and volunteers, to share 'best practice' with other local Age UK charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Age UK Richmond upon Thames is the parent company in the Group, which also includes three subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd.

AUK HPS is a trading company that provides a range of handyperson, housekeeping and gardening services. AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contract. Acrute Ltd is no longer trading and is currently dormant.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

OBJECTIVES AND ACTIVITIES

Purposes and Aims

Our Charity's purposes as set out in the objects contained in the company's memorandum of association, are to benefit the older members of the public by providing, preventative services and information, advice and advocacy.

We review our aims, objectives and activities each year. We continue to work towards achieving our targets set out in our Strategic plan for September 2021 - August 2024. This plan has recently been completed.

Our mission is to provide support to help local older people to live healthier, happier and more independent lives and our vision is to be the organisation all local older people trust to support them through their challenges and help them to embrace later life.

For the year ending March 2021, our main objectives continued to be the improvement of the quality of life for older people in the London Borough of Richmond upon Thames and to enhance their status and influence. In order for Age UK Richmond upon Thames to meet its principal objectives we need to:

- Provide accessible high quality services and support to greater numbers of older people
- Deliver and develop services and activities that meet changing demands and needs
- Influence local policy through service user evidence
- Continue to develop our organisation and make best use of resources
- Continue to develop partnerships to achieve improved outcomes

How our activities deliver public benefit

All our charitable activities focus on the principal objectives of Age UK Richmond upon Thames which are to:

- Promote the rights and needs of older people
- Provide high quality services that appropriately meet the needs of older people
- Research and identify new needs and explore innovative ways of meeting them
- Ensure the needs of older people are included in joint planning with statutory and other voluntary bodies

Trustees regularly consider charity commission guidance and updates, especially regarding public benefit. As an organisation we continue to ensure we deliver our multitude of services in line with our Articles of Association, maximizing public benefit.

ACHIEVEMENTS AND PERFORMANCE

The Pandemic has been a real challenge; however, this reporting period has been a successful one. We have continued to improve the lives of older people with whom we engage. We have also worked hard to continue to develop our relationships with other organisations in the borough through partnership working. We endeavour to make sure that older people get a high quality of service, tailored to their individual need regardless of which service they access. We continue to develop partnerships with our health service partners as we look to diversify the ways in which we support our client base.

We could not have delivered any of our services without the support of our volunteers. They support virtually every service and we continue to be grateful to them for their work without which the Charity could not function as well as it does. Our volunteers range from those that have been with us for a few months to those that have been with us for many years. We continue to embrace various media to promote our services and our social media and twitter accounts are still growing as is the subscription to our popular digital newsletters. We also now have an Instagram account.

In April 2021 we started our first Dementia specific project. Dementia Friendly Richmond is a 3 year contract and we hope it will enable us to develop other Dementia projects as we move out of the pandemic.

We are very grateful to Richmond and Wandsworth Councils and their commissioners for their continued support of the charity and its services through a grant for our Handyperson service, the Community and Independent Living Service contract, and the new Dementia Friendly Richmond initiative. We are also indebted to the Better Care Fund for the continued support of our Nightingale provision. To add, we are also very grateful for the continued support of our local charitable trust funders including the Hampton Fund, Richmond Parish Lands Charity, the Barnes Fund and in the wider London area the City Bridge Trust and national funders, National Lottery Awards for All.

Information & Advice Service

The pandemic has put an increased pressure on the advice provision, not an increase in clients as such, but an increase in the complexity of enquiry. This has been due to clients sitting on issues through lockdown. Many of these issues have escalated in complexity.

Our Information & Advice service continues to be well utilised. As usual, enquiries were varied and included advice on social care, housing, education, leisure, and signposting to other services. In addition to calls to our telephone advice line our specialist welfare benefits service helped individuals obtain the benefits they were entitled to, helping them to remain independent for longer.

Our Advice Extra service supports older, local residents whose needs do not fit into the general I&A offering. This service provides in depth and comprehensive advice and support to older people facing significant emotional, practical and social issues. It also acts as an introduction service - introducing particularly lonely and isolated older people to various social & wellbeing services across the borough.

Home Services

We were proud to have kept this service running through lockdown, thus enabling people to stay safe and independent in their own homes. Our popular home services incorporate our handyperson, gardening and housekeeping services. Our services achieve a range of outcomes including, improved safety in the home, improved security, increased independence and reduced social isolation and improved wellbeing and quality of life.

The housekeeping service had a short break at the height of the lockdown, however we swiftly and safely got the service up and running as soon as safely possible. The service is known for its compassionate and caring nature that gives people the kind of support they might expect from a friend or loved one. The service embraces much more than simply domestic cleaning and includes other practical tasks, including ensuring clients have adequate food & drink, reminding them of any medication they may need to take or appointments they may have, and providing much valued companionship and emotional support.

The handyperson service focuses on smaller jobs that older and vulnerable people would find it hard to get other tradesman to do, but make a real difference to independence and wellbeing. It is designed to be accessible and affordable for all older people. Feedback tells us that clients enjoy the social aspects of having one of our handy people in their home.

Age UK Richmond's team of staff and volunteer gardeners continue do a range of jobs to meet all garden requirements including all year round general gardening and maintenance. Feedback tells us that having a well-maintained garden helps clients feel an improved sense of wellbeing and safety.

Nightingale Service

This vital service continued seamlessly through the pandemic. The service continues to make a huge difference to those it supports. Its overall aim is to continue to improve the wellbeing of older residents in the borough who are about to be, or have already been, discharged from hospital - not just in the short term through practical and emotional support, but also in the long term, by tackling potential issues such as social isolation and loneliness.

The focus is to support the person to return home from hospital in a prompt and smooth manner, provide practical help for them to reside at home safely and independently, and where needed to provide support to get them back on their feet and back into their community.

Wellbeing Services

During the pandemic we moved as many of our sessions as possible online. Our Wellbeing services continue to evolve and provide innovative and engaging activities to our users as we tried to keep as many people as possible engaged. These activities enable our beneficiaries to lead a happier and healthier life and reduce social isolation from the comfort of their own home.

Befriending became an integral part of our offering through the pandemic with a number of staff being redeployed to run this initiative. Hundreds of clients received befriending phone calls during this reporting period, Trustees, staff and volunteers all working together to make the calls.

During the lockdown we sent a number of boxes to our most isolated clients, these boxes contained activities, poems and puzzles. We called them sparks boxes and they were extremely well received.

Our social & wellbeing centres closed during lockdown and staff were redeployed in other areas of the charity. Our Twickenham Centre was used as an emergency food hub in partnership with the Local Authority. See here https://www.youtube.com/watch?v=2xWdcoXM3-4

Community Independent Living Service (CiLS)

As mentioned in previous reports, CiLS is a partnership-based contract, with Age UK Richmond leading 19 service providers. This partnership approach has been extremely useful as we lead the sector's response to Coronavirus - with joint working with the Neighborhood Care Groups particularly important. The CiLS work continues to develop and as we move out of the pandemic we expect partnerships to flourish.

A passionate and strong staff team, a skilled and driven board of trustees and a vibrant, engaging team of volunteers are the reason the organisation continues to develop and positively impact the lives of those it engages with.

Pay policy for senior management

The Board of Directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the Charity in charge of directing, controlling, running and operating the Charity on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is reviewed annually and normally increased in line with any increase in the cost of living. In January 2021 the trustee board carried out a full in-depth pay review. The review covered the senior management team and all other staff. Trustees have benchmark against comparable roles for other locally based charities and other comparable Age UK's when determining salary levels and other employment benefits.

Looking Ahead

Looking ahead to 2022 and beyond, we have obvious concerns regarding how the pandemic will impact how we deliver our services going forward. However, this also creates an opportunity to be creative and develop existing provisions and maximize our online support which is proving to be extremely popular. A focus on inclusivity and equality are key objectives over the next three years, this is documented in our new Strategic Plan that can be found at www.ageuk.org.uk/richmonduponthames/about-us/our-strategic-plan/. Other objectives include developing bespoke Dementia services and ensuring we continue to develop how we measure outcomes and report on them to relevant stakeholders.

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the Charity are by way of grant income, donations, income from activities, income from trading subsidiary companies.

Total income for the year increased by 18% or £300k in the year to £1.97m. Expenditure increased by 16% or £257k to £1.88m producing a surplus of £90k compared with a surplus of £47k in the previous year.

During the year we received financial support from the London Borough of Richmond upon Thames (LBRuT), the Hampton Fund, the Richmond Parish Lands Charity, Clinical Commissioning Group Resilience Fund, Age UK National, Barnes Fund, City Bridge Trust, The Big Lottery fund, The GC Gibson Charitable Trust, as well as support from other local and national charities.

Income & Expenditure

Total income for the year was £1,974,595 (2019/20 - £1,674,636) which included profits donated by the two trading subsidiary companies.

Total expenditure for the year was £1,884,289 (2019/20 - £1,627,040). Staffing costs account for 40% of total costs, with our CilS partner costs at 43% and premises costs at 9%. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company of the Group which includes three wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. Acrute Ltd is no longer trading and is dormant.

Investment Policy

The investment policy states that no investments shall be made other than cash deposits with banks approved by the Board; shares in any subsidiary company, and any investment in a body carrying on activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames reviewed its reserves policy during the year, together with all financial procedures, to ensure the Charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and information and advice services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted funds as shown in note 20 of these accounts is £578,471 (2019/20 - £488,165) meets the reserve funding objective.

It is a principle of the policy that unrestricted funds, not required as working capital or for other purposes, should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

REFERENCE AND ADMINISTRATIVE DETAILS

Patrons	Sarah Olney MP Munira Wilson MP
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	The White House Community Centre 45 The Avenue Hampton TW12 3RN
Trustees	

Sandra Aldridge	
Liz Baran	(appointed on 17/12/2020)
Don Barrett	
Charlotte Cornish - *Chair*	
Kim Flitcroft	(appointed on 17/12/2020)
David King - *Treasurer*	
Anne McKee	
Denis Palmer	(retired on 19/11/2020)
Judith Rutherford	(appointed on 05/08/2021)
Ratna Ruygrok	
Michael Styles	
David Tatlow	(appointed on 28/02/2021)

Company Secretary	David Baggs
Chief Executive Officer	Robert Burton
Auditors	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon London SW19 4EU
Bankers	Barclays Bank plc CAF Bank Ltd CCLA Investment Management Ltd Hampshire Trust Bank Ltd HSBC Bank plc Virgin Money plc Redwood Bank Ltd
Solicitors	IBB Law LLP and Russell Cooke LLP

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames 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 that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information (as defined by section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware; and
- each trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Signed on behalf of the Board of Trustees



Charlotte Cornish
Chair

11th November '21

Date

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 the parent 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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.

In connection with our audit of the financial statements, 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 or a material misstatement of the other information. 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.

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, including the strategic report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic 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 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.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement set out in the trustees' annual report, 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 the 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 the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- the nature of the industry and sector, control environment and the group and parent charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the groups and parent charitable company's documentation of their 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 of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the parent charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the group and parent charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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 auditors' 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.

Jonathan Askew, FCA (Senior statutory auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditor
Chartered Accountants
Fourth Floor, Tuition House
27/37 St George's Road
London
SW19 4EU

17/11/21

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(including consolidated income and expenditure account)
Year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income					
Donations and memberships	3	70,652	-	70,652	58,120
Commercial trading activities	4	45,255	-	45,255	48,908
Income from charitable activities	5	248,476	1,544,825	1,793,301	1,561,572
Investment income - bank interest		2,875	-	2,875	2,407
Other income	6	62,512	-	62,512	3,629
Total Income		429,770	1,544,825	1,974,595	1,674,636
Expenditure					
Raising funds		(2,854)	-	(2,854)	(5,153)
Commercial trading activities	4	(64,973)	-	(64,973)	(52,129)
Expenditure on charitable activities	7	(249,977)	(1,566,485)	(1,816,462)	(1,569,758)
Total Expenditure	8	(317,804)	(1,566,485)	(1,884,289)	(1,627,040)
Net income / (expenditure) for the year	13	111,966	(21,660)	90,306	47,596
Transfers between funds	20/21	(21,660)	21,660	-	-
Net movement in funds for the year		90,306	-	90,306	47,596
Reconciliation of funds					
Total funds brought forward		488,165	-	488,165	440,569
Total funds carried forward		578,471	-	578,471	488,165

The Statement of Financial Activities includes all gains and losses recognised in the year and therefore a statement of total recognised gains and losses has not been prepared. All income and expenditure derive from continuing activities. The comparative statement of Financial Activities is shown in note 24.

The notes on pages 20 to 39 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED BALANCE SHEET
Year ended 31 March 2021

		The Group		The Charity	
	Note	2021 £	2020 £	2021 £	2020 £
Fixed Assets					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		2	2	4	4
Current Assets					
Stock	15	4,888	1,438	-	-
Debtors	18	183,675	356,158	61,243	56,337
Cash at bank and in hand		1,037,876	703,089	836,669	588,719
		1,226,439	1,060,685	897,912	645,056
Current Liabilities					
Creditors: Amounts falling due within one year	19	(647,970)	(572,522)	(406,216)	(242,512)
Net Current Assets		578,469	488,163	491,696	402,544
Total Assets Less Current Liabilities & Total Net Assets		578,471	488,165	491,700	402,548
The Funds of the Charity:					
Unrestricted income funds	20	578,471	488,165	491,700	402,548
Restricted income funds	21	-	-	-	-
Total Charity Funds		578,471	488,165	491,700	402,548

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 circulated to members of the company.

They were approved by the Board of Trustees on ....11th November '21..... and signed on their behalf by:

Charlotte Cornish
Chair

David King
Treasurer

The notes on pages 20 to 39 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS
Year ended 31 March 2021

	Note	The Group 2021 £	£	The Group 2020 £	£
Cash flows from operating activities					
Net movement in funds for the year			90,306		47,596
add:					
depreciation charge	14	-		2,419	
less:					
Interest received		(2,875)		(2,407)	
Gain on sale of tangible fixed asset		-		-	
other adjustments:		-		-	
(increase) / decrease in stocks	15	(3,450)		(421)	
(increase) in debtors	18	172,483		(133,034)	
increase in creditors	19	75,448		141,620	
			241,606		8,177
Net cash flows from operating activities			331,912		55,773
Cash flows from investing activities					
Interest received		2,875		2,407	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	14	-		-	
Net cash flows from investing activities			2,875		2,407
Cash flows from financing activities		-		-	
Net cash flows from financing activities			-		-
Increase / (decrease) in cash and cash equivalents in the year			334,787		58,180
Cash and cash equivalents at the beginning of the year			703,089		644,909
Cash and cash equivalents at the end of the year			1,037,876		703,089

The notes on pages 20 to 39 form part of these financial statements.

1 Accounting policies

The Charity is a company limited by guarantee registered in England & Wales and has no share capital. The charity's registered office address is The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN. Its registered company number is 4116911 and its charity number is 1084211.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. At 31 March 2021 the company had 10 members (2020 - 798 members). During the year the Charity's constitution was amended to reflect the class of individuals to be known as members is now simply the charity's trustees.

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

a) Basis of preparation

These financial statements were 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 Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

The parent company, Age UK Richmond, also known as "the Charity" is included in the consolidated financial statements, and is considered to be a qualifying entity in that it meets the definition of a public benefit entity under FRS 102. The following exemptions available under FRS 102 in respect of certain disclosure requirements for the parent company financial statements have been applied:

- No separate parent company Cash Flow Statement with related notes is included.
- The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102, not to disclose related party transactions with wholly owned subsidiaries within the group.

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

b) Preparation of the accounts on a going concern basis

The trustees are satisifed that the Group is a going concern and that these accounts should be prepared on that basis. With the continuing uncertain economic outlook the trustees and C.E.O. remain in regular contact with our sponsoring local authorities and grant funders to secure their ongoing financial support.

Against this background the Group reported a cash inflow of £334,787 for the year (2020 - £58,180) and a cash inflow of £247,950 (2020 - £19,267) for the Charity alone. The Charity also has unrestricted funds totalling £491,700 (2020 - £402,548).

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months following the approval of these financial statements. The budgeted income and expenditure is sufficient with the existing level of reserves for the Charity to be able to continue as a going concern.

1 Accounting policies - cont.

c) Group financial statements / basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408(3) of the Companies Act 2006.

d) Income

Income is recognised in the SOFA 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 the amount can be measured reliably.

Grants receivable are recognised in the SOFA for the period which the Charity becomes entitled to the income. Grants received that have restrictions on entitlement relating to services that have not yet been delivered are treated as deferred income at the balance sheet date (see note 19). Grants received without any restriction on entitlement are recognised in full upon award.

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 been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from the provision of help at home services and community service activities is recognised as earned when the related services are provided.

Membership subscriptions are recognised as income over the period in which membership benefits accrue. All subscriptions run to 31 March with rates reducing for memberships less than 1 year.

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit form 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), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

On receipt, donated 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 in the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1 Accounting policies - cont.

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 or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. See Note 21 for more information. Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. See Note 21 for more information.

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 headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, 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. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity programmes and activities. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9 to the accounts.

j) Governance costs

Governance costs include the costs of compliance with constitutional and statutory requirements, external audit, and the costs of legal advice and insurance for the trustees.

k) Operating leases

Operating leases are where substantially all of the benefits and risks of ownership remain with the lessor. Rentals payable under operating leases are charged to the SOFA as incurred on a straight line basis over the term of the lease, or the period to the next rent review.

1 Accounting policies - cont.

l) Significant accounting judgements and estimates

In preparing these financial statements management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

m) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Asset category	Annual rate
Motor vehicles -	33%
Plant & equipment -	25%

n) Stock

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

o) 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 discount due.

p) Cash at bank and in hand

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

q) 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 discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

1 Accounting policies - cont.

r) Financial instruments

The Charity only has financial assets and 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 rate. The Charity does not have any bank loans.

s) Pensions

The Charity operates a defined contribution group personal pension plan with Scottish Widows which is available to all employees. The scheme was originally with Zurich Assurance and the scheme assets are, subject to legal approval by the Courts, shortly to be transferred to Scottish Widows. Employees joining the scheme contract directly with the insurance company. The Charity contributes 5% of earnings to the scheme and acts as agent in collecting and paying over employee pension contributions. The assets of the scheme are held separately from those of the Charity and the annual contributions are charged to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as accruals in the balance sheet.

t) Corporation tax

The Charity is considered to meet the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 as any surplus income and gains are applied for charitable purposes. The charity's trading subsidiary companies pay available profits to the Charity by gift aid donation. Their charge to corporation tax in the year is £nil. (2020 - £nil.)

u) Government Grants

Government grants (Covid'19 Job Retention Scheme) are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received. Government grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

2) Financial performance of the charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries, Age UK Handyperson Service Ltd and Age UK Richmond Services Ltd.

Age UK Handyperson Service Ltd provides home services to the people of Richmond and Age UK Richmond Services Ltd provides services to the people of Richmond under the council's Community Independent Living Service initiative. Both of these contracts are with the London Borough of Richmond Upon Thames and are operated through trading subsidiaries for legal and commercial reasons.

The summary financial performance of the Charity alone stated overleaf is:

2) Financial performance of the charity - cont.

	The Charity	
	2021	2020
	£	£
Income	678,428	794,379
Gift aid from subsidiary company		
- Age UK Richmond Handyperson Service Ltd	1,912	5,343
- Age UK Richmond Services Ltd	81,281	6,279
	761,621	806,001
Expenditure on charitable activities	(672,470)	(832,402)
Net income / (expenditure) for the year	89,151	(26,401)
Total funds brought forward	402,548	428,949
Total funds carried forward	491,699	402,548
Represented by:		
Unrestricted income funds	491,700	402,548
Restricted income funds	-	-
	491,700	402,548

3. Income from donations & memberships

	Unrestricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£
Donations			
Nightingale	900	900	169
Community services	5,966	5,966	9,749
Head office	59,153	59,153	11,289
Total donations	66,019	66,019	21,207
Membership subscriptions - social centres	103	103	29,203
Age UK London Trading	4,530	4,530	7,710
	70,652	70,652	58,120

In accordance with the Charities SORP (FRS 102), the general volunteer time of our team of volunteers is not recognised. Refer to the Trustees' Annual Report for more information about their contribution to the work of the Charity.

4. Income from commercial trading activities

Age UK Richmond Handyperson Service Ltd, a Company registered in England and Wales, with Company registration number 08150786 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company.

The Company provided home services throughout the borough. A summary of its trading results, excluding transactions within the group, is shown below for the year ended 31 March 2021.

Gift Aid payments are treated as a distribution from the subsidiary to the charity and as such are only recognised when there is a legal obligation to make the payment. The gift aid payment was made after the year end and so is not recognised in either these consolidated financial statements or the financial statements of the subsidiary.

	Year Ended 31 March 2021	Year Ended 31 March 2020
	£	£
Help at home services	45,255	48,908
Grant funding	21,141	5,133
Total turnover	66,396	54,041
Cost of sales and administrative costs	(64,973)	(52,129)
Net profit	1,423	1,912
Amount gift aided to charity	(1,912)	(5,343)
Amount retained in subsidiary	(489)	(3,431)
The assets and liabilities of Age UK Handyperson Service Ltd were:	£	£
Current assets	61,040	31,556
Current liabilities	(59,616)	(29,643)
Total net assets	1,424	1,913
Share capital	1	1
Reserves	1,423	1,912
Total Capital and Reserves	1,424	1,913

5. Income from charitable activities

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Information & advice	47,683	115,997	163,680	174,759
Nightingale project	75	99,850	99,925	99,850
Community services	93,619	1,244,518	1,338,137	1,032,747
Help at home services	107,099	84,460	191,559	254,216
	248,476	1,544,825	1,793,301	1,561,572

Breakdown by category	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Information & advice				
LBRuT - grants	-	6,540	6,540	6,540
LBRuT - commissioning (Richmond AID)	-	36,000	36,000	36,000
AGE UK National	15,000	-	15,000	15,000
Richmond Parish Lands Charity	10,000	21,200	31,200	21,200
Hampton Fund Charity	-	52,257	52,257	71,200
Barnes Workhouse Fund	5,133	-	5,133	5,133
Safer Neighbourhood Board	-	-	-	1,200
The GC Gibson Charitable Trust	3,000	-	3,000	3,000
Total grant & contract income	33,133	115,997	149,130	159,273
Activities income	30	-	30	10,486
Legacy income	14,520	-	14,520	5,000
	47,683	115,997	163,680	174,759
Nightingale project				
Client fees	75	-	75	-
Better Care Fund	-	99,850	99,850	99,850
	75	99,850	99,925	99,850

5. Income from charitable activities - cont.

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
Community services	£	£	£	£
LBRuT - grants	38,498	-	38,498	51,850
LBRuT - CiLS contract	-	1,163,185	1,163,185	769,028
Hampton Fund Charity	-	20,000	20,000	20,000
City Bridge Trust	-	61,333	61,333	30,917
London & Quadrant Housing Trust	-	-	-	6,050
Age UK National	31,796	-	31,796	427
Garfield Weston	-	-	-	20,000
The Big Lottery fund - 'Awards for All'	9,900	-	9,900	-
Barnes Workhouse Fund	5,133	-	5,133	5,133
Total grant & contract income	85,327	1,244,518	1,329,845	903,405
Lettings income	(150)	-	(150)	22,672
Barnes Community Association	732	-	732	732
Activities income	7,710	-	7,710	105,938
	93,619	1,244,518	1,338,137	1,032,747
Help at home services				
Housekeeping services	90,966	-	90,966	153,623
LBRuT - grants	-	69,460	69,460	69,460
Richmond Parish Lands Charity	11,000	-	11,000	11,000
Hampton Fund Charity	-	15,000	15,000	15,000
Barnes Workhouse Fund	5,133	-	5,133	5,133
	107,099	84,460	191,559	254,216

6. Other income

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Government grant - Job Retention Scheme	62,512	-	62,512	3,629

7. Expenditure on charitable activities

	Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Information & advice		57,677	84,631	142,308	173,622
Nightingale project		15,364	99,850	115,214	115,594
Community services		123,235	1,121,666	1,244,901	968,821
Help at home services		14,222	79,819	94,041	95,106
Support costs	9	27,499	175,068	202,567	197,849
Governance costs	10	11,980	5,451	17,431	18,766
		249,977	1,566,485	1,816,462	1,569,758

8. Analysis of total expenditure

	Note	Total Funds 2021 £	Total Funds 2020 £
Salary, NI & pensions	11	755,298	806,373
Recruitment, training, travel & volunteering		16,334	21,704
Establishment costs		170,800	145,612
Office expenses		50,689	67,778
General Insurances		4,268	4,177
Publicity & promotions		8,079	5,499
Depreciation		-	2,419
Activity expenditure		48,187	136,697
Community Services partner costs		813,203	418,015
Governance costs	10	17,431	18,766
		1,884,289	1,627,040

9. Support costs

	Office £	Premises £	2021 Total £	2020 Total £
Information & advice	12,309	49,308	61,617	66,200
Nightingale project	1,492	394	1,886	4,214
Community services	12,134	124,841	136,975	121,319
Help at home services	1,564	525	2,089	6,116
	27,499	175,068	202,567	197,849

Cost allocation includes an element of judgement. Costs are allocated directly where possible and allocations have been calculated on a consistent basis year on year. Premises costs are allocated on the basis of head count and office expenses are on the basis of estimated time spent.

10. Governance costs

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Charity legal expenses/ indemnity insurances	1,780	-	1,780	2,008
AGM & governance meetings	-	-	-	199
Audit fees	10,200	-	10,200	10,200
Legal & professional fees	-	5,451	5,451	6,359
	11,980	5,451	17,431	18,766

11. Staff costs and staff numbers

All staff are employed by the Charity although there are a number of staff who provided support to both the charitable and trading activities of the Group. The salaries of these staff are recharged to the relevant part of the group in proportion to the amount of time spent on work to support that part of the group. This is formalised in a cost sharing agreement between the Charity and the trading subsidiary.

Total staff costs were as follows:	2021 £	2020 £
Wages and salaries	681,824	727,839
Social security costs	43,167	47,182
Pension costs	30,307	31,352
	755,298	806,373

Particulars of employees:

The average number of employees during the year on a head count basis was 49 (2020 - 57).

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:	2021 No.	2020 No.
Information & advice	2	4
Community services	7	9
Help at home services	10	11
Nightingale project	2	3
	21	27

Key Management personnel for the Group are the senior management team totalling 3 employees. Remuneration and employer NIC's & pension costs (total emoluments) amounted to £168,168 (2020 - £171,898). No employee received emoluments of more than £60,000 during the year. (2020 - none).

12. Subsidiary undertakings

During the year the Age UK Richmond Upon Thames Group carried out activities through two wholly owned trading subsidiaries.

Details of Age UK Richmond Handyperson Service Ltd and its results are disclosed in note 4 to the financial statements.

Age UK Richmond Services Ltd, a Company registered in England and Wales, with Company registration number 08809742 and registered office address The White House, 45 The Avenue, Hampton, Richmond Upon Thames, TW12 3RN, is a wholly owned subsidiary of Age UK Richmond Upon Thames which owns 100% of the ordinary shares of the Company. A summary of its results is shown below for the year ended 31 March 2021. Surpluses generated are transferred to the charity (parent company) by way of gift aid donation.

	Year Ended 31 March 2021	Year Ended 31 March 2020
	£	£
Turnover	1,163,185	769,028
Cost of sales and administrative costs	(1,077,838)	(687,747)
Net operating profit	85,347	81,281
Amount gift aided to charity	(81,281)	(6,279)
Amount retained in subsidiary	4,066	75,002
The assets and liabilities of Age UK Richmond Services Ltd were:	£	£
Current assets	416,040	393,539
Current liabilities	(330,692)	(312,257)
Total net assets	85,348	81,282
Share capital	1	1
Reserves	85,347	81,281
Total Capital and Reserves	85,348	81,282

13. Net income / (expenditure) for the year

This is stated after charging:	2021 £	2020 £
Depreciation of tangible fixed assets	-	2,419
Charity legal expenses/ trustee indemnity insurances	1,780	2,008
Operating lease rentals - land & buildings	143,058	101,500
Auditors' remuneration:		
- Audit of these financial statements	5,700	5,700
- Audit of subsidiary companies	4,500	4,500

14. Tangible fixed assets

The Group	Equipment	Motor Vehicles	Total	2020 Total
	£	£	£	£
Cost				
At 1 April 2020	60,324	19,957	80,281	80,281
At 31 March 2021	60,324	19,957	80,281	80,281
Depreciation				
At 1 April 2020	60,324	19,957	80,281	77,862
Charge for the year	-	-	-	2,419
At 31 March 2021	60,324	19,957	80,281	80,281
Net book value				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	2,419

The Charity	Equipment	Motor Vehicles	Total	2020 Total
	£	£	£	£
Cost				
At 1 April 2020	60,324	11,294	71,618	71,618
At 31 March 2021	60,324	11,294	71,618	71,618
Depreciation				
At 1 April 2020	60,324	11,294	71,618	71,618
Charge for the year	-	-	-	-
At 31 March 2021	60,324	11,294	71,618	71,618
Net book value				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-

15. Stock

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Stock for resale	4,888	1,438	-	-

16. Investments

The Charity has a fixed asset investment in Acrute Limited (UK registered company No. 5687989) - 100% owned. The trade of the company was transferred to the Charity several years ago and the subsidiary has been dormant ever since. On the basis of immateriality these group accounts do not include the consolidated figures of the subsidiary.

Cost	2021	2020
	£	£
At 31 March 2021 and at 31 March 2020	2	2

Analysis of investment in subsidiary undertaking

Shares in group undertaking	2021	2020
	£	£
Acrute Ltd	2	2

	2021	2020
	£	£
Aggregate capital and reserves		
Acrute Ltd	1,804	1,804
Profit/(loss) for the year		
Acrute Ltd	-	-

17. Trustee emoluments & related party transactions

The trustees received no remuneration for their services to the Charity. The trustees received no reimbursed expenses for their duties as a Director/Trustee.

Indemnity insurance is provided for trustees, premiums paid during the year totalled £551 (2020 - £551).

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the Charity during the year (2020 - £ nil).

The Charity is a brand partner of Age Concern London Trading Limited trading as Age UK London Trading Limited. Under the terms of the brand partner agreement the Charity earns a commission from the sale of products by both Age UK London Trading Limited and the national charity to residents within the borough. The commission received in the year was £4,530 (2020 - £7,710).

18. Debtors

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade debtors	22,637	340,078	19,517	34,907
Amounts owed by group undertakings	-	-	31,847	5,350
Prepayments & accrued income	9,879	16,080	9,879	16,080
Deferred costs	151,159	-	-	-
	183,675	356,158	61,243	56,337

19. Creditors: amounts falling due within one year

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade creditors	47,796	23,547	19,607	23,216
Amounts owed to group undertakings	-	-	116,707	4,115
Taxation and social security	62,714	69,091	7,742	13,288
Deferred income	303,130	315,276	26,910	38,176
Accruals & other creditors	234,330	164,608	235,250	163,717
	647,970	572,522	406,216	242,512

Analysis of movement of deferred income

	Balance at 1 April 2020	Receipts	Utilised	Balance at 31 March 2021
	£	£	£	£
City Bridge Trust	6,709	41,124	(61,333)	(13,500)
Better Care Fund	10,000	99,850	(99,850)	10,000
The GC Gibson Charitable Trust	-	3,000	(3,000)	-
Richmond Parish Lands	10,000	32,200	(42,200)	-
Hampton Fund	11,467	106,200	(87,257)	30,410
The Charity	38,176	282,374	(293,640)	26,910
London Borough Richmond Upon Thames	275,300	1,298,035	(1,298,035)	275,300
Lettings income	1,800	(150)	(730)	920
The Group	315,276	1,580,259	(1,592,405)	303,130

20. Analysis of movement in unrestricted income funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Balance at 1 April 2020	488,165	440,569	402,548	428,948
Income	429,770	508,175	512,962	518,584
Expenditure	(317,804)	(421,331)	(402,150)	(505,736)
Transfers	(21,660)	(39,248)	(21,660)	(39,248)
Balance at 31 March 2021	578,471	488,165	491,700	402,548

21. Analysis of movement in restricted income funds - the Group

Restricted funds are donations or grants which the donor has specified are to be solely used for a particular area of the Charity's work or for a specific project being undertaken by the Charity. The Charity has the following restricted funds.

Information, advice & advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Community services: This fund is for the work of outreach and operating our social centres for older people in Richmond upon Thames.

Handyperson scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Nightingale project: This fund provides support to older people resident in Richmond upon Thames following discharge from hospital.

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Information & advice	-	115,997	(133,939)	17,942	-
Nightingale Project	-	99,850	(100,244)	394	-
Community services	-	1,244,518	(1,246,507)	1,989	-
Help at home services	-	84,460	(85,795)	1,335	-
	-	1,544,825	(1,566,485)	21,660	-

Deficiencies on various restricted funds have been made good from unrestricted funds where the restricted fund have overspent during the year

21. Analysis of movement in restricted income funds - the Charity

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Information & advice	-	115,997	(133,939)	17,942	-
Nightingale Project	-	99,850	(100,244)	394	-
Community services	-	81,333	(83,322)	1,989	-
Help at home services	-	26,000	(15,751)	(10,249)	-
	-	323,180	(333,256)	10,076	-

22.Funds dispersed as an Agent

The Charity acts on behalf of two charities; Richmond Parish Lands Charity (RPLC) & The Richmond Charities in making small grants to individuals resident in the borough who are in need, suffering hardship or distress. The Charity holds these monies as agent for the two charities.

During the year £4,500 (2020 - £3,100) was received from The Richmond Charities and £6,000 (2020 - £6,000) was received from RPLC and £9,417 (2020 - £4,845) was paid out to 44 (2020 - 31) individuals with no grant exceeding £300. These grants do not pass through the Statement of Financial Activities.

23. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Unrestricted income funds:				
General Funds	-	2	578,469	578,471
Total Funds	-	2	578,469	578,471

24. Consolidated statement of financial activities - prior year

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
Income	£	£	£	£
Donations and memberships	58,120	-	58,120	71,422
Commercial trading activities	48,908	-	48,908	70,161
Income from charitable activities	395,111	1,166,461	1,561,572	1,177,933
Investment income	2,407	-	2,407	3,673
Other income	3,629		3,629	-
Total Income	508,175	1,166,461	1,674,636	1,323,189
Expenditure				
Raising funds	(5,153)	-	(5,153)	(3,770)
Commercial trading activities	(52,129)	-	(52,129)	(64,818)
Expenditure on charitable activities	(364,049)	(1,205,709)	(1,569,758)	(1,213,351)
Total Expenditure	(421,331)	(1,205,709)	(1,627,040)	(1,281,939)
Net income / (expenditure) for the year	86,844	(39,248)	47,596	41,250
Transfers between funds	(39,248)	39,248	-	-
Net movement in funds for the year	47,596	-	47,596	41,250
Reconciliation of funds				
Total funds brought forward	440,569	-	440,569	399,319
Total funds carried forward	488,165	-	488,165	440,569

25. Analysis of movement in unrestricted income funds - prior year

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

	The Group		The Charity	
	2020	2019	2020	2019
	£	£	£	£
Balance at 1 April 2019	440,569	393,318	428,948	376,598
Income	508,175	440,029	518,584	456,750
Expenditure	(421,331)	(366,134)	(505,736)	(377,756)
Transfers	(39,248)	(26,644)	(39,248)	(26,644)
Balance at 31 March 2020	488,165	440,569	402,548	428,948

26. Analysis of movement in restricted income funds - the Group prior year

	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Information & advice	-	151,206	(153,118)	1,912	-
Nightingale Project	-	99,850	(100,171)	321	-
Community services	-	819,945	(850,503)	30,558	-
Help at home services	-	95,460	(101,917)	6,457	-
	-	1,166,461	(1,205,709)	39,248	-

27. Analysis of movement in restricted income funds - the Charity prior year

	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Information & advice	-	151,206	(153,118)	1,912	-
Nightingale Project	-	99,850	(100,171)	321	-
Community services	-	50,917	(81,475)	30,558	-
Help at home services	-	26,000	(15,751)	(10,249)	-
	-	327,973	(350,515)	22,542	-

28. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Restricted income funds:				
Community services	-	-	-	-
Unrestricted income funds:				
General Funds	-	2	488,163	488,165
Total Funds	-	2	488,163	488,165

29. Commitments under operating leases

Minimum lease payments under non-cancellable operating leases for each of the following periods:

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Within 1 year	77,827	-	13,767	-
Between 1 and 5 years	101,428	36,500	-	-
Over 5 years	-		-	
	179,255	36,500	13,767	-

Other financial commitments as follows:

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Within 1 year	23,975	44,000	-	44,000
Between 1 and 5 years	37,960	21,000	-	-
Over 5 years	-		-	
	61,935	65,000	-	44,000

Obligations under both the lease payments and other financial commitments commenced on 1 November 2019 and expire on 31 October 2035, although there are break clauses linked to the Community Independent Living Contract (CiLS) contract with the Council.

See note 13 for operating lease payments recognised as an expense in the year.