

**AGE UK RICHMOND UPON THAMES**  
**COMPANY LIMITED BY GUARANTEE**

**REPORT & FINANCIAL STATEMENTS**

**31 MARCH 2021**

**Company Registration Number - 4116911**

**Charity Registration Number - 1084211**

**AGE UK RICHMOND UPON THAMES**  
**REPORT & FINANCIAL STATEMENTS**  
**Year Ended 31 March 2021**

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<b>CONTENTS</b>	<b>PAGE</b>
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

## 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](http://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**

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**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,



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**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/](http://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 CiS 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.

**AGE UK RICHMOND UPON THAMES**  
**TRUSTEES' ANNUAL REPORT**  
**Year Ended 31 March 2021**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Patrons</b>	Sarah Olney MP Munira Wilson MP
<b>Vice Presidents</b>	Andrew Ayling Clive Bradley CBE Michael Phelps Veronica Schroter
<b>Registered charity name</b>	Age UK Richmond upon Thames
<b>Charity registration number</b>	1084211
<b>Company registration number</b>	4116911
<b>Company status</b>	The organisation is a charitable company limited by guarantee.
<b>Registered office and Principal office address</b>	The White House Community Centre 45 The Avenue Hampton TW12 3RN
<b>Trustees</b>	<div> <div> Sandra Aldridge Liz Baran Don Barrett Charlotte Cornish - <i>Chair</i> Kim Flitcroft David King - <i>Treasurer</i> Anne McKee Denis Palmer Judith Rutherford Ratna Ruygrok Michael Styles David Tatlow </div> <div>  (appointed on 17/12/2020)   (appointed on 17/12/2020)   (retired on 19/11/2020) (appointed on 05/08/2021)   (appointed on 28/02/2021) </div> </div>
<b>Company Secretary</b>	David Baggs
<b>Chief Executive Officer</b>	Robert Burton
<b>Auditors</b>	Hartley Fowler LLP Chartered Accountants 4th Floor, Tuition House 27/37 St. George's Road Wimbledon London SW19 4EU
<b>Bankers</b>	Barclays Bank plc CAF Bank Ltd CCLA Investment Management Ltd Hampshire Trust Bank Ltd HSBC Bank plc Virgin Money plc Redwood Bank Ltd
<b>Solicitors</b>	IBB Law LLP and Russell Cooke LLP

**AGE UK RICHMOND UPON THAMES**  
**TRUSTEES' ANNUAL REPORT**  
**Year Ended 31 March 2021**

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**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**



**Date**

**INDEPENDENT AUDITORS' REPORT TO  
THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2021**

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**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

**INDEPENDENT AUDITORS' REPORT TO  
THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2021**

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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.

**INDEPENDENT AUDITORS' REPORT TO  
THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2021**

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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.

**INDEPENDENT AUDITORS' REPORT TO  
THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2021**


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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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 £
<b>Income</b>					
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
<b>Total Income</b>		<b>429,770</b>	<b>1,544,825</b>	<b>1,974,595</b>	<b>1,674,636</b>
<b>Expenditure</b>					
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)
<b>Total Expenditure</b>	8	<b>(317,804)</b>	<b>(1,566,485)</b>	<b>(1,884,289)</b>	<b>(1,627,040)</b>
<b>Net income / (expenditure) for the year</b>	13	<b>111,966</b>	<b>(21,660)</b>	<b>90,306</b>	<b>47,596</b>
Transfers between funds	20/21	(21,660)	21,660	-	-
<b>Net movement in funds for the year</b>		<b>90,306</b>	<b>-</b>	<b>90,306</b>	<b>47,596</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		488,165	-	488,165	440,569
<b>Total funds carried forward</b>		<b>578,471</b>	<b>-</b>	<b>578,471</b>	<b>488,165</b>

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

	Note	The Group		The Charity	
		2021 £	2020 £	2021 £	2020 £
<b>Fixed Assets</b>					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		<u>2</u>	<u>2</u>	<u>4</u>	<u>4</u>
<b>Current Assets</b>					
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
		<u>1,226,439</u>	<u>1,060,685</u>	<u>897,912</u>	<u>645,056</u>
<b>Current Liabilities</b>					
Creditors: Amounts falling due within one year	19	(647,970)	(572,522)	(406,216)	(242,512)
<b>Net Current Assets</b>		<u>578,469</u>	<u>488,163</u>	<u>491,696</u>	<u>402,544</u>
<b>Total Assets Less Current Liabilities &amp; Total Net Assets</b>		<u>578,471</u>	<u>488,165</u>	<u>491,700</u>	<u>402,548</u>
<b>The Funds of the Charity:</b>					
Unrestricted income funds	20	578,471	488,165	491,700	402,548
Restricted income funds	21	-	-	-	-
<b>Total Charity Funds</b>		<u>578,471</u>	<u>488,165</u>	<u>491,700</u>	<u>402,548</u>

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 17<sup>th</sup> 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

		The Group 2021		The Group 2020	
	Note	£	£	£	£
<b>Cash flows from operating activities</b>					
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	
			<u>241,606</u>		<u>8,177</u>
<b>Net cash flows from operating activities</b>			<b>331,912</b>		<b>55,773</b>
<b>Cash flows from investing activities</b>					
Interest received		2,875		2,407	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	14	-		-	
			<u>2,875</u>		<u>2,407</u>
<b>Net cash flows from investing activities</b>			<b>2,875</b>		<b>2,407</b>
<b>Cash flows from financing activities</b>					
		<u>-</u>		<u>-</u>	
<b>Net cash flows from financing activities</b>			<b>-</b>		<b>-</b>
<b>Increase / (decrease) in cash and cash equivalents in the year</b>			<b>334,787</b>		<b>58,180</b>
<b>Cash and cash equivalents at the beginning of the year</b>			<b>703,089</b>		<b>644,909</b>
<b>Cash and cash equivalents at the end of the year</b>			<b><u>1,037,876</u></b>		<b><u>703,089</u></b>

*The notes on pages 20 to 39 form part of these financial statements.*

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2021

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#### 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 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 £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.

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2021

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#### 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.

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2021

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#### 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.

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2021

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#### 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.

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2021

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#### 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:

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 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
	<u>761,621</u>	<u>806,001</u>
Expenditure on charitable activities	<u>(672,470)</u>	<u>(832,402)</u>
Net income / (expenditure) for the year	89,151	(26,401)
Total funds brought forward	<u>402,548</u>	<u>428,949</u>
Total funds carried forward	<u><u>491,699</u></u>	<u><u>402,548</u></u>
Represented by:		
Unrestricted income funds	491,700	402,548
Restricted income funds	-	-
	<u><u>491,700</u></u>	<u><u>402,548</u></u>

#### 3. Income from donations & memberships

	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
<b>Donations</b>			
Nightingale	900	900	169
Community services	5,966	5,966	9,749
Head office	<u>59,153</u>	<u>59,153</u>	<u>11,289</u>
Total donations	66,019	66,019	21,207
Membership subscriptions - social centres	103	103	29,203
Age UK London Trading	<u>4,530</u>	<u>4,530</u>	<u>7,710</u>
	<u><u>70,652</u></u>	<u><u>70,652</u></u>	<u><u>58,120</u></u>

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.

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 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

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 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
	<u>248,476</u>	<u>1,544,825</u>	<u>1,793,301</u>	<u>1,561,572</u>

Breakdown by category	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
<i>Information &amp; advice</i>				
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
	<u>33,133</u>	<u>115,997</u>	<u>149,130</u>	<u>159,273</u>
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
	<u>47,683</u>	<u>115,997</u>	<u>163,680</u>	<u>174,759</u>

#### *Nightingale project*

Client fees	75	-	75	-
Better Care Fund	-	99,850	99,850	99,850
	<u>75</u>	<u>99,850</u>	<u>99,925</u>	<u>99,850</u>

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 5. Income from charitable activities - cont.

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
<i>Community services</i>				
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
<b>Total grant &amp; contract income</b>	<b>85,327</b>	<b>1,244,518</b>	<b>1,329,845</b>	<b>903,405</b>
Lettings income	(150)	-	(150)	22,672
Barnes Community Association	732	-	732	732
Activities income	7,710	-	7,710	105,938
	<b>93,619</b>	<b>1,244,518</b>	<b>1,338,137</b>	<b>1,032,747</b>
<i>Help at home services</i>				
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
	<b>107,099</b>	<b>84,460</b>	<b>191,559</b>	<b>254,216</b>

#### 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

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2021

#### 7. Expenditure on charitable activities

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2021	2021	2021	2020
	Note	£	£	£	£
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
		<u>249,977</u>	<u>1,566,485</u>	<u>1,816,462</u>	<u>1,569,758</u>

#### 8. Analysis of total expenditure

		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
		<u>1,884,289</u>	<u>1,627,040</u>

#### 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
	<u>27,499</u>	<u>175,068</u>	<u>202,567</u>	<u>197,849</u>

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.

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 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
	<u>11,980</u>	<u>5,451</u>	<u>17,431</u>	<u>18,766</u>

#### 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
	<u>755,298</u>	<u>806,373</u>

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
	<u>21</u>	<u>27</u>

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).

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2021

#### 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

	2021 £	2020 £
This is stated after charging:		
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

Notes to the Financial Statements  
Year ended 31 March 2021

## 14. Tangible fixed assets

The Group	Equipment £	Motor Vehicles £	Total £	2020 Total £
<b>Cost</b>				
At 1 April 2020	60,324	19,957	80,281	80,281
At 31 March 2021	60,324	19,957	80,281	80,281
<b>Depreciation</b>				
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
<b>Net book value</b>				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	2,419
The Charity	Equipment £	Motor Vehicles £	Total £	2020 Total £
<b>Cost</b>				
At 1 April 2020	60,324	11,294	71,618	71,618
At 31 March 2021	60,324	11,294	71,618	71,618
<b>Depreciation</b>				
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
<b>Net book value</b>				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-
<b>15. Stock</b>				
	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Stock for resale	4,888	1,438	-	-

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2021

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#### 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	<u>2</u>	<u>2</u>
Analysis of investment in subsidiary undertaking		
	2021 £	2020 £
Shares in group undertaking		
Acrute Ltd	<u>2</u>	<u>2</u>
	2021 £	2020 £
Aggregate capital and reserves		
Acrute Ltd	<u>1,804</u>	<u>1,804</u>
Profit/(loss) for the year		
Acrute Ltd	<u>-</u>	<u>-</u>

#### 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).

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements Year ended 31 March 2021

### 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	-	-	-
	<u>183,675</u>	<u>356,158</u>	<u>61,243</u>	<u>56,337</u>

### 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
	<u>647,970</u>	<u>572,522</u>	<u>406,216</u>	<u>242,512</u>

### 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
<i>The Charity</i>	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
<i>The Group</i>	<u>315,276</u>	<u>1,580,259</u>	<u>(1,592,405)</u>	<u>303,130</u>

**Notes to the Financial Statements**  
**Year ended 31 March 2021**

**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	<u>578,471</u>	<u>488,165</u>	<u>491,700</u>	<u>402,548</u>

**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	-
	<u>-</u>	<u>1,544,825</u>	<u>(1,566,485)</u>	<u>21,660</u>	<u>-</u>

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
	£	£	£	£
<i>Unrestricted income funds:</i>				
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 £
<b>Income</b>				
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	-
<b>Total Income</b>	<b>508,175</b>	<b>1,166,461</b>	<b>1,674,636</b>	<b>1,323,189</b>
<b>Expenditure</b>				
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)
<b>Total Expenditure</b>	<b>(421,331)</b>	<b>(1,205,709)</b>	<b>(1,627,040)</b>	<b>(1,281,939)</b>
<b>Net income / (expenditure) for the year</b>	<b>86,844</b>	<b>(39,248)</b>	<b>47,596</b>	<b>41,250</b>
Transfers between funds	(39,248)	39,248	-	-
<b>Net movement in funds for the year</b>	<b>47,596</b>	<b>-</b>	<b>47,596</b>	<b>41,250</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	440,569	-	440,569	399,319
<b>Total funds carried forward</b>	<b>488,165</b>	<b>-</b>	<b>488,165</b>	<b>440,569</b>

**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)
<b>Balance at 31 March 2020</b>	<b>488,165</b>	<b>440,569</b>	<b>402,548</b>	<b>428,948</b>

**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
	£	£	£	£
<i>Restricted income funds:</i>				
Community services	-	-	-	-
<i>Unrestricted income funds:</i>				
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	-	-	-	-
	<u>179,255</u>	<u>36,500</u>	<u>13,767</u>	<u>-</u>

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	-	-	-	-
	<u>61,935</u>	<u>65,000</u>	<u>-</u>	<u>44,000</u>

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.