

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

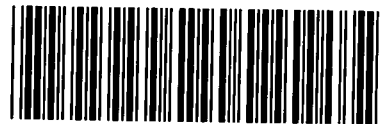
**REPORT & FINANCIAL STATEMENTS**

**31 MARCH 2022**

**Company Registration Number - 4116911**

**Charity Registration Number - 1084211**

**TUESDAY**



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**AGE UK RICHMOND UPON THAMES**  
**REPORT & FINANCIAL STATEMENTS**  
**Year Ended 31 March 2022**

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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**

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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.



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**Kate James**  
**Chair of Trustees**

**AGE UK RICHMOND UPON THAMES**  
**TRUSTEES' ANNUAL REPORT**  
**Year Ended 31 March 2022**

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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 CiIS 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.

**AGE UK RICHMOND UPON THAMES**  
**TRUSTEES' ANNUAL REPORT**  
**Year Ended 31 March 2022**

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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>	Sandra Aldridge Liz Baran Don Barrett (retired on 11/11/2021) Charlotte Cornish (retired on 11/11/2021) Kim Flitcroft Kate James - <i>Chair</i> (appointed on 11/11/2021) David King - <i>Treasurer</i> Anne McKee Judith Rutherford (appointed on 05/08/2021) Ratna Ruygrok Michael Styles David Tatlow (retired on 11/11/2021)
<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

### 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  
Chair

Date 11<sup>th</sup> August 2022

**AGE UK RICHMOND UPON THAMES**  
**INDEPENDENT AUDITORS' REPORT TO**  
**THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2022**

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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 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.

**AGE UK RICHMOND UPON THAMES**  
**INDEPENDENT AUDITORS' REPORT TO**  
**THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2022**

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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.

**AGE UK RICHMOND UPON THAMES**  
**INDEPENDENT AUDITORS' REPORT TO**  
**THE MEMBERS OF AGE UK RICHMOND UPON THAMES**  
**Year Ended 31 March 2022**

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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.

AGE UK RICHMOND UPON THAMES

INDEPENDENT AUDITORS' REPORT TO  
THE MEMBERS OF AGE UK RICHMOND UPON THAMES

Year Ended 31 March 2022

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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](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

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 £
<b>Income</b>					
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
<b>Total Income</b>		<b>388,096</b>	<b>1,538,824</b>	<b>1,926,920</b>	<b>1,974,595</b>
<b>Expenditure</b>					
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)
<b>Total Expenditure</b>	8	<b>(315,996)</b>	<b>(1,572,324)</b>	<b>(1,888,320)</b>	<b>(1,884,289)</b>
<b>Net income / (expenditure) for the year</b>	13	<b>72,100</b>	<b>(33,500)</b>	<b>38,600</b>	<b>90,306</b>
Transfers between funds	20/21	(33,500)	33,500	-	-
<b>Net movement in funds for the year</b>		<b>38,600</b>	<b>-</b>	<b>38,600</b>	<b>90,306</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		578,471	-	578,471	488,165
<b>Total funds carried forward</b>		<b>617,071</b>	<b>-</b>	<b>617,071</b>	<b>578,471</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 19 to 38 form part of these financial statements.*

# AGE UK RICHMOND UPON THAMES

## CONSOLIDATED BALANCE SHEET

Year ended 31 March 2022

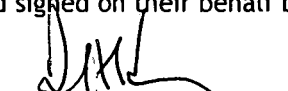
		The Group		The Charity	
	Note	2022 £	2021 £	2022 £	2021 £
<b>Fixed Assets</b>					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		<u>2</u>	<u>2</u>	<u>4</u>	<u>4</u>
<b>Current Assets</b>					
Stock	15	3,088	4,888	-	-
Debtors	18	195,756	183,675	49,292	61,243
Cash at bank and in hand		1,125,370	1,037,876	948,089	836,669
		<u>1,324,214</u>	<u>1,226,439</u>	<u>997,381</u>	<u>897,912</u>
<b>Current Liabilities</b>					
Creditors: Amounts falling due within one year	19	(707,145)	(647,970)	(468,816)	(406,216)
<b>Net Current Assets</b>		<u>617,069</u>	<u>578,469</u>	<u>528,565</u>	<u>491,696</u>
<b>Total Assets Less Current Liabilities &amp; Total Net Assets</b>		<u>617,071</u>	<u>578,471</u>	<u>528,569</u>	<u>491,700</u>
<b>The Funds of the Charity:</b>					
Unrestricted income funds	20	617,071	578,471	528,569	491,700
Restricted income funds	21	-	-	-	-
<b>Total Charity Funds</b>		<u>617,071</u>	<u>578,471</u>	<u>528,569</u>	<u>491,700</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 11th August 2022 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 2022**

		The Group 2022		The Group 2021	
	Note	£	£	£	£
<b>Cash flows from operating activities</b>					
Net movement in funds for the year add:			38,600		90,306
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	
			<u>47,439</u>	<u>75,448</u>	<u>241,606</u>
<b>Net cash flows from operating activities</b>			<b>86,039</b>		<b>331,912</b>
<b>Cash flows from investing activities</b>					
Interest received		1,455		2,875	
Sale of tangible fixed asset		-		-	
Purchase of tangible fixed assets	14	-		-	
			<u>1,455</u>	<u>2,875</u>	
<b>Net cash flows from investing activities</b>			<b>1,455</b>		<b>2,875</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>87,494</b>		<b>334,787</b>
<b>Cash and cash equivalents at the beginning of the year</b>			<b>1,037,876</b>		<b>703,089</b>
<b>Cash and cash equivalents at the end of the year</b>			<b><u>1,125,370</u></b>		<b><u>1,037,876</u></b>

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

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2022

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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 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.

## AGE UK RICHMOND UPON THAMES

### Notes on the Financial Statements

Year ended 31 March 2022

---

#### 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 2022

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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 2022

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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 2022

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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. (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:

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2022

#### 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
	<u>766,520</u>	<u>761,621</u>
Expenditure on charitable activities	(729,651)	(672,469)
Net income / (expenditure) for the year	36,869	89,152
Total funds brought forward	<u>491,700</u>	<u>402,548</u>
Total funds carried forward	<u><u>528,569</u></u>	<u><u>491,700</u></u>
Represented by:		
Unrestricted income funds	528,569	491,700
Restricted income funds	-	-
	<u><u>528,569</u></u>	<u><u>491,700</u></u>

#### 3. Income from donations & memberships

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

#### 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

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements

Year ended 31 March 2022

### 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
	<u>265,411</u>	<u>1,538,824</u>	<u>1,804,235</u>	<u>1,797,831</u>

Breakdown by category	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
<i>Information &amp; advice</i>				
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
	<u>35,475</u>	<u>149,533</u>	<u>185,008</u>	<u>168,210</u>

#### *Nightingale project*

LBRUT - COVID'19 infection control	-	1,760	1,760	75
Better Care Fund	-	99,850	99,850	99,850
	<u>-</u>	<u>101,610</u>	<u>101,610</u>	<u>99,925</u>

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements

Year ended 31 March 2022

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

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
<i>Community services</i>				
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
	<u>103,512</u>	<u>1,203,221</u>	<u>1,306,733</u>	<u>1,338,137</u>
<i>Help at home services</i>				
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
	<u>126,424</u>	<u>84,460</u>	<u>210,884</u>	<u>191,559</u>

### 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	<u>17,966</u>	<u>-</u>	<u>17,966</u>	<u>62,512</u>

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2022

#### 7. Expenditure on charitable activities

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2022	2022	2022	2021
	Note	£	£	£	£
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
		<u>248,618</u>	<u>1,572,324</u>	<u>1,820,942</u>	<u>1,816,462</u>

#### 8. Analysis of total expenditure

		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
		<u>1,888,320</u>	<u>1,884,289</u>

#### 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
	<u>10,003</u>	<u>146,238</u>	<u>156,241</u>	<u>202,567</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 2022

### 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
	<u>11,936</u>	<u>1,695</u>	<u>13,631</u>	<u>17,431</u>

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
	<u>785,571</u>	<u>755,298</u>

#### 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
	<u>20</u>	<u>21</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 £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).

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2022

#### 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

	2022 £	2021 £
This is stated after charging:		
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

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements Year ended 31 March 2022

### 14. Tangible fixed assets

The Group	Equipment £	Motor Vehicles £	Total £	2021 Total £
<b>Cost</b>				
At 1 April 2021	60,324	19,957	80,281	80,281
At 31 March 2022	60,324	19,957	80,281	80,281
<b>Depreciation</b>				
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
<b>Net book value</b>				
At 31 March 2022	-	-	-	-
At 31 March 2021	-	-	-	-

The Charity	Equipment £	Motor Vehicles £	Total £	2021 Total £
<b>Cost</b>				
At 1 April 2021	60,324	11,294	71,618	71,618
At 31 March 2022	60,324	11,294	71,618	71,618
<b>Depreciation</b>				
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
<b>Net book value</b>				
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	-	-

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2022

#### 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	<u>2</u>	<u>2</u>
Analysis of investment in subsidiary undertaking		
	2022	2021
Shares in group undertaking	£	£
Acrute Ltd	<u>2</u>	<u>2</u>
	2022	2021
	£	£
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 £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.

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements Year ended 31 March 2022

### 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	-	-
	<u>195,756</u>	<u>183,675</u>	<u>49,292</u>	<u>61,243</u>

### 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
	<u>707,145</u>	<u>647,970</u>	<u>468,816</u>	<u>406,216</u>

### 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
<i>The Charity</i>	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)
<i>The Group</i>	<u>303,130</u>	<u>1,510,970</u>	<u>(1,513,297)</u>	<u>263,969</u>

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2022

#### 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	<u>617,071</u>	<u>578,471</u>	<u>528,569</u>	<u>491,700</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 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	-
	<u>-</u>	<u>1,538,824</u>	<u>(1,572,324)</u>	<u>33,500</u>	<u>-</u>

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

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2022

#### 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
	£	£	£	£
<i>Unrestricted income funds:</i>				
General Funds	-	2	617,069	617,071
Total Funds	-	2	617,069	617,071

# AGE UK RICHMOND UPON THAMES

## Notes to the Financial Statements

Year ended 31 March 2022

### 24. Consolidated statement of financial activities - prior year

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
<b>Income</b>				
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
<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	(64,973)	-	(64,973)	(52,129)
Expenditure on charitable activities	(249,977)	(1,566,485)	(1,816,462)	(1,569,758)
<b>Total Expenditure</b>	<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>	<b>111,966</b>	<b>(21,660)</b>	<b>90,306</b>	<b>47,596</b>
Transfers between funds	(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>

### 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)
<b>Balance at 31 March 2021</b>	<b>578,471</b>	<b>488,165</b>	<b>491,700</b>	<b>402,548</b>

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements

Year ended 31 March 2022

#### 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
	£	£	£	£
<i>Restricted income funds:</i>				
Community services	-	-	-	-
<i>Unrestricted income funds:</i>				
General Funds	-	2	578,469	578,471
Total Funds	-	2	578,469	578,471

## AGE UK RICHMOND UPON THAMES

### Notes to the Financial Statements Year ended 31 March 2022

#### 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	-	-
	<u>115,195</u>	<u>179,255</u>	<u>13,767</u>	<u>13,767</u>

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	-	-
	<u>37,960</u>	<u>61,935</u>	<u>-</u>	<u>-</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) with the Council.

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