

AGE UK RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2023

Company Registration Number - 4116911

Charity Registration Number - 1084211

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

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AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2023

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

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

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

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

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

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

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

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

AGE UK RICHMOND UPON THAMES
CHAIR'S STATEMENT
Year Ended 31 March 2023

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

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



Kate James
Chair of Trustees

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
Year Ended 31 March 2023

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

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

Recruitment and Appointment of Trustees

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

Trustee Induction and Training

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

Organisational Structure

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

Equal Opportunities

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

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2023

Risk Management

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

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

Related Parties

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

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

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

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

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

Register of Interests

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

OBJECTIVES AND ACTIVITIES

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

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

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

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

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

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

ACHIEVEMENTS AND PERFORMANCE

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

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

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

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

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

Information & Advice

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

Wellbeing Services

1. Community Independent Living Service. Groups and Centres

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

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

2. Connect To Tech

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

3. Dementia Friendly Richmond

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

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

4. Travelling Companions

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

Home Services

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

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

Nightingale Home from Hospital

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

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

Pay policy for senior management

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

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
Year Ended 31 March 2023

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

Looking Ahead

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

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

FINANCIAL REVIEW

Principal Funding Sources

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

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

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

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

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
Year Ended 31 March 2023

Income & Expenditure

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

Group

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

Investment Policy

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

Reserves Policy

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

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

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
Year Ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

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

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also the directors of Age UK Richmond upon Thames for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

Auditors

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

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

Signed on behalf of the Board of Trustees



Kate James
Chair

Date 24th August 2023

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
Year Ended 31 March 2023

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
Year Ended 31 March 2023

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 2023

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 2023

Our procedures to respond to risks identified included the following:

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

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

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

Use of our report

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

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

[] 2023

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(including consolidated income and expenditure account)

Year ended 31 March 2023

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

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

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

AGE UK RICHMOND UPON THAMES

CONSOLIDATED BALANCE SHEET

Year ended 31 March 2023

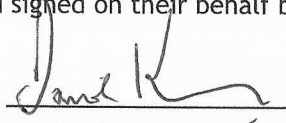
		The Group		The Charity	
	Note	2023 £	2022 £	2023 £	2022 £
Fixed Assets					
Tangible assets	14	-	-	-	-
Investments	16	2	2	4	4
		<u>2</u>	<u>2</u>	<u>4</u>	<u>4</u>
Current Assets					
Stock	15	3,050	3,088	-	-
Debtors	18	250,997	195,756	257,245	49,292
Cash at bank and in hand		1,027,545	1,125,370	755,171	948,089
		<u>1,281,592</u>	<u>1,324,214</u>	<u>1,012,416</u>	<u>997,381</u>
Current Liabilities					
Creditors: Amounts falling due within one year	19	(559,410)	(707,145)	(359,648)	(468,816)
Net Current Assets		<u>722,182</u>	<u>617,069</u>	<u>652,768</u>	<u>528,565</u>
Total Assets Less Current Liabilities & Total Net Assets		<u>722,184</u>	<u>617,071</u>	<u>652,772</u>	<u>528,569</u>
The Funds of the Charity:					
Unrestricted income funds	20	722,184	617,071	652,772	528,569
Restricted income funds	21	-	-	-	-
Total Charity Funds		<u>722,184</u>	<u>617,071</u>	<u>652,772</u>	<u>528,569</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 24th August 2023 and signed on their behalf by:



Kate James
Chair



David King
Treasurer

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

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS

Year ended 31 March 2023

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

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

AGE UK RICHMOND UPON THAMES

Notes on the Financial Statements

Year ended 31 March 2023

1 Accounting policies

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

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

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

a) Basis of preparation

These financial statements were prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial reporting Standards applicable in the UK and Republic of Ireland (FRS 102), effective 1 January 2019. - Charities SORP (FRS 102), and the Companies Act 2006.

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

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

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

b) Preparation of the accounts on a going concern basis

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

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

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

AGE UK RICHMOND UPON THAMES

Notes on the Financial Statements

Year ended 31 March 2023

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 2023

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 2023

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 2023

1 Accounting policies - cont.

r) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest rate. The Charity does not have any bank loans.

s) Pensions

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

t) Corporation tax

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

2) Financial performance of the charity

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

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

2) Financial performance of the charity - cont.

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

3. Income from donations & memberships

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

4. Income from commercial trading activities

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

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

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

5. Income from charitable activities

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Information & advice	109,034	135,392	244,426	185,008
Nightingale project	4,000	129,650	133,650	101,610
Community services	135,875	1,259,265	1,395,140	1,306,733
Help at home services	130,039	87,500	217,539	210,884
	<u>378,948</u>	<u>1,611,807</u>	<u>1,990,755</u>	<u>1,804,235</u>
Breakdown by category	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
<i>Information & advice</i>				
LBRuT - Home maintenance contract	-	6,540	6,540	6,540
LBRuT - Cost of living grant	9,667	-	9,667	-
LBRuT - commissioning (Richmond AID)	-	37,440	37,440	36,000
AGE UK National	10,000	-	10,000	10,000
AGE UK London	-	-	-	9,908
Richmond Parish Lands Charity	-	22,420	22,420	21,800
Hampton Fund Charity	-	64,200	64,200	81,860
Barnes Workhouse Fund	1,567	-	1,567	2,567
Emanuel Hospital Foundation	-	4,792	4,792	3,333
The GC Gibson Charitable Trust	3,000	-	3,000	3,000
Total grant & contract income	24,234	135,392	159,626	175,008
Activities income	589	-	589	-
Legacy income	84,211	-	84,211	10,000
	<u>109,034</u>	<u>135,392</u>	<u>244,426</u>	<u>185,008</u>
<i>Nightingale project</i>				
LBRUT - COVID'19 infection control	-	-	-	1,760
Richmond Parish Lands Charity	3,000	-	3,000	-
Barnes Workhouse Fund	1,000	-	1,000	-
Better Care Fund	-	129,650	129,650	99,850
	<u>4,000</u>	<u>129,650</u>	<u>133,650</u>	<u>101,610</u>

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

5. Income from charitable activities - cont.

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

6. Other income

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

7. Expenditure on charitable activities

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

8. Analysis of total expenditure

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

9. Support costs

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

10. Governance costs

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

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

Particulars of employees:

The average number of employees during the year on a head count basis was 47 (2022 - 49).

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

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

12. Subsidiary undertakings

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

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

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

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

13. Net income / (expenditure) for the year

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

14. Tangible fixed assets

The Group	Equipment £	Motor Vehicles £	Total £	2022 Total £
Cost				
At 1 April 2022	60,324	19,957	80,281	80,281
At 31 March 2023	60,324	19,957	80,281	80,281
Depreciation				
At 1 April 2022	60,324	19,957	80,281	80,281
Charge for the year	-	-	-	-
At 31 March 2023	60,324	19,957	80,281	80,281
Net book value				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-
The Charity				
	Equipment £	Motor Vehicles £	Total £	2022 Total £
Cost				
At 1 April 2022	60,324	11,294	71,618	71,618
At 31 March 2023	60,324	11,294	71,618	71,618
Depreciation				
At 1 April 2022	60,324	11,294	71,618	71,618
Charge for the year	-	-	-	-
At 31 March 2023	60,324	11,294	71,618	71,618
Net book value				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

15. Stock

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

16. Investments

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

Cost	2023 £	2022 £
At 31 March 2023 and at 31 March 2022	<u>2</u>	<u>2</u>
Analysis of investment in subsidiary undertaking		
	2023 £	2022 £
Shares in group undertaking		
Acrute Ltd	<u>2</u>	<u>2</u>
	2023 £	2022 £
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 now provided for trustees as part of our combined business insurance policy. In 2022 a separate policy provided cover with a premium of £991.

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

18. Debtors

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

19. Creditors: amounts falling due within one year

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

Analysis of movement of deferred income

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

20. Analysis of movement in unrestricted income funds

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

	The Group		The Charity	
	2023	2022	2023	2022
	£	£	£	£
Balance at 1 April 2022	617,071	578,471	528,569	491,700
Income	485,858	388,096	574,360	474,865
Expenditure	(376,150)	(315,996)	(445,562)	(404,496)
Transfers	(4,595)	(33,500)	(4,595)	(33,500)
Balance at 31 March 2023	<u>722,184</u>	<u>617,071</u>	<u>652,772</u>	<u>528,569</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 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Information & advice	-	135,392	(139,854)	4,462	-
Nightingale Project	-	129,650	(129,650)	-	-
Community services	-	1,259,265	(1,259,398)	133	-
Help at home services	-	87,500	(87,500)	-	-
	<u>-</u>	<u>1,611,807</u>	<u>(1,616,402)</u>	<u>4,595</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 2023

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

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

22. Contingent Asset

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

23. Funds dispersed as an Agent

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

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

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

24. Analysis of net assets between funds

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2023

25. Consolidated statement of financial activities - prior year

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

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

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements Year ended 31 March 2023

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

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

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

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

29. Analysis of net assets between funds - prior year

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
<i>Restricted income funds:</i>				
Community services	-	-	-	-
<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 2023

30. Commitments under operating leases

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

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

Other financial commitments as follows:

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