

AGE UK RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE

REPORT & FINANCIAL STATEMENTS

31 MARCH 2025

Company Registration Number - 4116911

Charity Registration Number - 1084211

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AGE UK RICHMOND UPON THAMES
REPORT & FINANCIAL STATEMENTS
Year Ended 31 March 2025

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AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2025

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

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

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

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

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

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

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

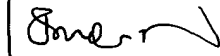
AGE UK RICHMOND UPON THAMES

CHAIR'S STATEMENT

Year Ended 31 March 2025

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

Signed by:



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Jonathan Mogford

Chair of Trustees

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

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

PURPOSE & AIMS

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

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

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

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

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

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

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

ACHIEVEMENTS AND PERFORMANCE

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

The services provided during the year included:

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

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TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

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

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

PARTNERSHIP & LOCAL LEADERSHIP

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

INFORMATION & ADVICE

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

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TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

WELLBEING SERVICES

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

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

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

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

2. Connect To Tech digital support

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

3. Dementia Friendly Richmond

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

4. Mental Health Peer Support

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

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Year Ended 31 March 2025

HOME SERVICES

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

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

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

NIGHTINGALE HOSPITAL DISCHARGE

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

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

Recruitment and Appointment of Trustees

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

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

Trustee Induction and Training

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

Organisational Structure

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

Equality, Diversity and Inclusion

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

Risk Management

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

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

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
Year Ended 31 March 2025

Related Parties

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

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

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

Register of Interests

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

PAY POLICY FOR SENIOR MANAGEMENT

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

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

LOOKING AHEAD

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

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

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

FINANCIAL REVIEW

Principal Funding Sources

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

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

Income & Expenditure

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

Group

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

Investment Policy

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

Reserves Policy

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

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

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

REFERENCE AND ADMINISTRATIVE DETAILS

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

AGE UK RICHMOND UPON THAMES

TRUSTEES' ANNUAL REPORT

Year Ended 31 March 2025

Trustees' responsibilities in relation to the financial statements

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

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

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

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

Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

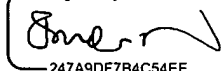
Auditors

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

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

Signed on behalf of the Board of Trustees

Signed by:



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Jonathan Mogford
Chair

Date 21st August 2025

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
Year Ended 31 March 2025

Opinion

We have audited the financial statements of Age UK Richmond Upon Thames (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
Year Ended 31 March 2025

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 2025

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 2025

Our procedures to respond to risks identified included the following:


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

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

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

Use of our report

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


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

[23 SEPTEMBER] 2025

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(including consolidated income and expenditure account)

Year ended 31 March 2025

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

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

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

AGE UK RICHMOND UPON THAMES

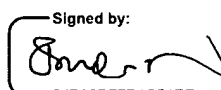
CONSOLIDATED BALANCE SHEET


Year ended 31 March 2025

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

Signed by:

247A90DE7BAC54FF
Jonathan Mogford
Chair


David King
Treasurer

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

AGE UK RICHMOND UPON THAMES

CONSOLIDATED STATEMENT OF CASH FLOWS

Year ended 31 March 2025

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

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

Notes on the Financial Statements

Year ended 31 March 2025

1 Accounting policies

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

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

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

a) Basis of preparation

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

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

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

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

b) Preparation of the accounts on a going concern basis

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

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

c) Group financial statements / basis of consolidation

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

Notes on the Financial Statements
Year ended 31 March 2025

1 Accounting policies - cont.

d) Income

Income is recognised in the SOFA when the Charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

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

For legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

e) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit 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.

f) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank or financial institution. All of the group's investment income arises from money held in interest bearing deposit accounts regulated by the Prudential Regulation Authority and covered by the Government's Financial Services Compensation Scheme (FSCS).

g) Fund accounting

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

Notes on the Financial Statements

Year ended 31 March 2025

1 Accounting policies - cont.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following headings:

- Costs of raising funds comprise organising community fundraising and developing major donor relationships.
- Costs of commercial trading activities comprise costs associated with our handyperson service.
- Expenditure on charitable activities includes the costs of running our social & wellbeing centres; our GoLocal contracts; Nightingale contract; Information & advice service and our community services.
- Other expenditure, where disclosed, represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. The Group is VAT registered and expenditure in both trading subsidiaries is shown net of VAT.

i) Allocation of support costs

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

j) Governance costs

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

k) Operating leases

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

l) Significant accounting judgements and estimates

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

m) Tangible fixed assets

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

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

AGE UK RICHMOND UPON THAMES

Notes on the Financial Statements

Year ended 31 March 2025

1 Accounting policies - cont.

n) Stock

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

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discount due.

p) Cash at bank and in hand

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

q) Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discount due. Deferred Income represents grant income that relates to the next financial year. Accruals represent an estimate of costs incurred, sometimes over several years for which the charity has not yet been invoiced.

r) Financial instruments

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

s) Pensions

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

t) Corporation tax

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

AGE UK RICHMOND UPON THAMES

Notes on the Financial Statements

Year ended 31 March 2025

2. Financial performance of the charity

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

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

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

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

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

Notes to the Financial Statements
Year ended 31 March 2025

4. Income from commercial trading activities

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

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

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

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2025

5. Subsidiary undertakings

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

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

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

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

Notes to the Financial Statements
Year ended 31 March 2025

6. Income from charitable activities

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

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

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

Notes to the Financial Statements
Year ended 31 March 2025

6. Income from charitable activities - cont.

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

7. Expenditure on charitable activities

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

Notes to the Financial Statements
Year ended 31 March 2025

8. Analysis of total expenditure

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

9. Support costs

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

10. Governance costs

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

Notes to the Financial Statements

Year ended 31 March 2025

11. Staff costs and staff numbers

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

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

Particulars of employees:

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

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

	2025	2024
	No.	No.
Information & advice	5	5
Wellbeing services	12	11
Help at home services	13	11
Nightingale Service	5	6
	<u>35</u>	<u>33</u>

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

12. Net income / (expenditure) for the year

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2025

13. Funds dispersed as an Agent

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

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

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

14. Commitments under operating leases

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

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

Other financial commitments as follows:

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Within one year	23,975	23,975	-	-
Between two to five years	95,900	13,985	-	-
Over five years	23,975	-	-	-
	<u>143,850</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 12 for operating lease payments recognised as an expense in the year.

Notes to the Financial Statements
Year ended 31 March 2025

15. Tangible fixed assets

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

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

Notes to the Financial Statements
Year ended 31 March 2025

16. Investments

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

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

17. Stock

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Stock for resale	<u>8,370</u>	<u>5,501</u>	<u>-</u>	<u>-</u>

18. Trustee emoluments & related party transactions

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

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

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

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

19. Debtors

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2025

20. Creditors: amounts falling due within one year

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

Analysis of movement of deferred income

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

21. Analysis of movement in unrestricted income funds

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

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

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Notes to the Financial Statements

Year ended 31 March 2025

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

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

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

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

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

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

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

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

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

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

Notes to the Financial Statements
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24. Analysis of net assets between funds

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

25. Consolidated statement of financial activities - prior year

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

AGE UK RICHMOND UPON THAMES

Notes to the Financial Statements

Year ended 31 March 2025

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

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

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

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

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

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

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

29. Analysis of net assets between funds - prior year

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