

74th
Annual Report
2020/2021



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For the year ended 31 March 2021

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CHARITY INFORMATION

ROYAL PATRON

HRH The Prince of Wales KG KT GCB

PATRONS

Mr Hugh Stirk

Mr Maurice Short

BANKERS

CAF Bank
West Malling
ME19 4JQ

HSBC
69 High Street
Sevenoaks TN13 1LB

GROUP PENSION FUND

Zurich Pensions, The Grange
Bishops Cleeve, Cheltenham
Gloucestershire, GL52 8XX

Scottish Widows, 69 Morrison
Street, Edinburgh, EH3 8BW

SOLICITORS

Warners Solicitors
Sevenoaks TN13 1AN

INVESTMENT FUND

Charities Official Investment
Fund
London EC2V 6DZ

United Trust Bank
London SW1Y 4TE

Virgin Money
Newcastle upon Tyne NE3 4PL

AUDITOR

Porritt Rainey
Sevenoaks
Kent
TN13 1XR

The Chief Officer is responsible for the day to day management of Age UK Sevenoaks Tonbridge & District, assisted by experienced professional staff.

2. Objective of the Charity

The objective of Age UK Sevenoaks Tonbridge & District is to provide a wide range of support services for older people, in any manner which is or hereafter may be deemed by law to be charitable within Sevenoaks, Tonbridge and the surrounding areas.

Our aim is to increase the number and diversity of the people we support via our services and where appropriate develop some chargeable services at commercial rates. We intend to become a focal point and key community resource and to raise our profile and standing.

Significant Activities

Age UK Sevenoaks and Tonbridge were significantly impacted by the Covid-19 pandemic during the 2020-21 financial year. Due to ongoing restrictions and lockdowns combined with the vulnerable nature of our clients, the majority of our face-to-face services had to either close or move to telephone and remote support.

Day Care

The charity operates three day centres at Hollybush Court in Sevenoaks, Town Lock in Tonbridge and the Eden Centre in Edenbridge.

During 2020-2021, all three day centres closed to clients. However, staff worked hard to ensure that all clients were supported with regular welfare calls and doorstep visits. Activity packs and regular newsletters were distributed and a new hot meals service was implemented in the immediate Sevenoaks area to ensure that clients were receiving a regular hot meal. Hollybush Court and Town Lock also made and delivered afternoon teas to clients.

It has been during this time of shielding that the team has gone beyond the call of duty..... It is difficult really to find the words to explain what a profound difference this generous-spirited, hard work makes to my mother, and how reassuring it is to know that there are people nearby looking out for her."

When restrictions allowed, bubbles of six clients were invited in to the centres to encourage interaction and to try and counteract the social isolation that was so apparent for older people in the district.

Independent Living Support (ILS) Service

The ILS service continues to develop, the ethos being that the client purchases time by the hour to assist with their continued independence. As clients are becoming frailer, the demand for the service is increasing as families are recognising that they can employ ILS to keep their loved ones living independently at home for longer.

Covid 19 meant that in the early days of the pandemic, the service had to change slightly to prioritise infection control and ensuring that clients had their shopping done. Particularly vulnerable clients who had no family nearby were initially prioritised. This has been maintained even though restrictions have eased.

As the year progressed, the service thrived, providing a full range of support and additional services were introduced such as domestic chores and welfare calls. The latter was particularly welcomed by clients' families as it provided peace of mind when restrictions meant that they were unable to visit their family members themselves and many families continued to access the services after restrictions were eased.

In March 2021, a new dementia outreach service was also introduced by the ILS service, whereby clients are supported by specially trained dementia support workers either in their own home or on visits out. The support workers work with the clients and their families to provide personalised activities to stimulate memory as well as offering health and well-being support.

"S has been superb, we are impressed. The progress is evident and we are seeing a reverse of several things which we had not expected." RL

There is wide scope to be inventive as the service can deliver assistance in a variety of ways, in addition to domestic tasks, shopping and gardening, all of which is tailored to the client's needs.

During the year under review we employed on average 26 support staff (including 2 full-time support workers) and 5 gardeners. We believe the success of the service has been the flexibility we are able to offer support staff around their chosen working hours, the very reasonable hourly pay rate and a full training programme. This has attracted a high calibre of support staff, most of whom stay with us and enjoy the work. Our clients report back that they appreciate the standards of staffing and the continuity offered by the service.

Information and Advice (I & A)

I & A continues to be one of the most valuable services we can offer, as it enables people to understand their rights and entitlements as well as their responsibilities. We have seen a huge increase in those needing our assistance and advice.

The Information and Advice team now comprises of a full time Information and Advice Officer, a part time Visiting Co-ordinator, a significant part of the Senior Administration Assistant role at Tonbridge and a growing team of trained volunteers.

During 2020-21, the service operated solely as remote support with staff and volunteers speaking to clients via the telephone and completing forms on their behalf. As of March 2021, home visits have yet to resume and we are awaiting advice from Age UK National as to when this might be appropriate.

"I wanted to thank you all so much for suggesting applying for Attendance Allowance for my mum and especially for your assistance in filling in the form. We are all delighted and very grateful that she was awarded the full amount for something we would never have even considered ourselves."

Community Befriending Service

Community befriending is a much needed service which over the last year has become even more important. With the Covid-19 restrictions and lockdowns, older people have been more socially isolated than ever before. Our befriending services in Sevenoaks and Tonbridge continued throughout the pandemic to help alleviate some of the impact of loneliness. As with the majority of our face to face services, the service had to adapt to being a telephone or postal service with some garden visits taking place when restrictions allowed. Over 91 individuals received regular contact throughout the year.

The service in Sevenoaks continued to be overseen by a very part-time co-ordinator with a team of volunteers phoning clients regularly. The Tonbridge service moved in-house during the year after previously being run with the assistance of a coordinator based at Age UK Maidstone and is now overseen by a member of the Sevenoaks team.

Tonbridge

The Tonbridge Office continues to be a busy hub of Age UK Sevenoaks and Tonbridge. The town centre location means that it is a vital resource and information centre for the local people of Tonbridge. The office is managed by a full time Senior Admin Officer who is also part of the Information and Advice Team and is supported by a team of local volunteers. During the Covid-19 pandemic, the office was closed to the public and the Senior Admin Officer worked between home and the office. All queries were dealt with by telephone and the office also provided support with shopping and hearing aid assistance for clients who were unable to get out.

Transport

The transport fleet was a vital part of our service during 2020-21 as the drivers shopped regularly for day centre clients as well as delivering hot meals and afternoon teas. They also carried out welfare calls as part of the service and were often the only people that clients saw on a regular basis.

“Each Monday, Wednesday and Friday morning, my mother is a different woman: she is up earlier, she is brighter and she is sitting by the back door from before midday eagerly awaiting the arrival of ‘my friends’ – and she is never, ever disappointed.”

One You Your Home project

The One You Your Home project which is funded by the Better care Fund and is run in partnership with Sevenoaks District Council is going from strength to strength. The service has a coordinator based in GP’s surgeries to help break the cycle of the revolving door, unnecessary visits to GPs and repeated visits to A&E.

The service currently runs in Sevenoaks, Edenbridge, Westerham and Swanley.

The coordinator is a Trusted Assessor and can provide advice and fitting for adaptations and equipment. The coordinators also complement the Information and Advice Service by carrying out benefit checks and helping clients to apply for benefits such as Attendance Allowance and Blue Badges.

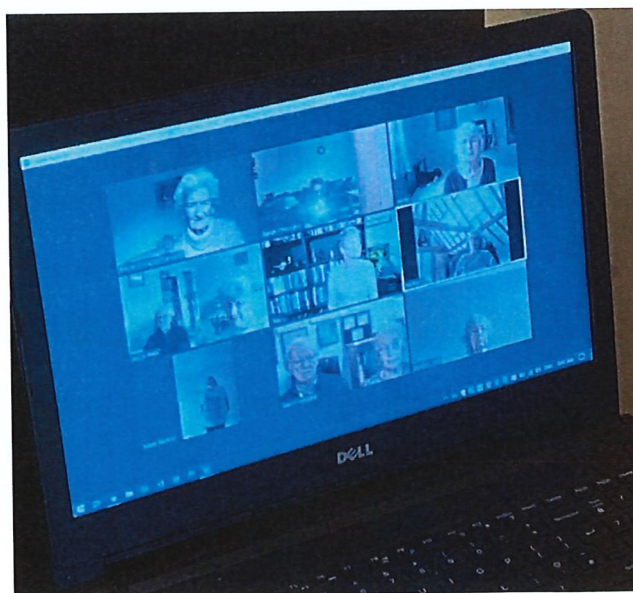
During Covid-19, the coordinator also helped the ILS service and carried out shopping and regular welfare calls to support clients when they needed it the most.

Pop Up Pop Ins

The Pop Ins continue to be one of our most successful initiatives and are instrumental in addressing the well-being and social isolation of older people in the rural areas of our district. Sevenoaks

District Council continued to fund the project for the 2021-2020 and we also successfully applied for funding from various Trust Funds which enabled to us to continue to support older people during the pandemic. The Pop Ins as face to face classes had to stop in line with restrictions, but the Health and Well-being Co-ordinator contacted clients on a weekly basis to check on their well-being and offer support where required. The Health and Well-being Co-ordinator also filmed a series of online Strength, Falls and Mobility videos and worked with Sevenoaks District Council on three 10 minute videos as part of Silver Sunday. As of 31st March 2021, these videos have had over 4400 views. In addition, online weekly Zoom classes were launched in October 2020 for older people with access to a tablet, phone or computer. The classes were open to all older people who needed help with strength, balance and mobility as result of not being able to be as active as usual and who also wanted some social interaction with others. These were attended by older people from all over Kent.

"Great class this morning thanks. Mum is really enjoying your classes every Tuesday and does her best to do all the exercises. She has recently been diagnosed with mixed dementia but your class remains one of the highlights of her week - if not THE high point! We are just going to take a day at a time and help her to retain her independence for as long as possible. Just thought it might be useful for you to know." CH



Other Services

The full range of services offered by the charity is given on page 34 of this report.



Quality

Age UK Sevenoaks, Tonbridge & District are fully committed to continually reviewing and raising the quality of services across the organisation. We have achieved the ISO9001 quality standards and have the Age UK national quality standard. The Advice Quality Standard and new Age UK National Quality programme inspections will take place in 2020.

Achieving quality marks is important to ensure that the organisation is able to demonstrate its ability to deliver quality provision to external bodies.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

3. Relationship of Charity with Other Organisations

Age UK Sevenoaks Tonbridge & District is a Company Limited by Guarantee and is an independent charity and a Brand Partner of the National Age UK organisation. We are a local charity set up to meet the needs of older people in the area.

Our policy is to work closely with other organisations, aiming to avoid unnecessary duplication of services in support of older people

locally. We work closely with Kent County Council Social Services, Sevenoaks District Council, Tonbridge & Malling Borough Council, Sevenoaks Town Council, West Kent Housing Association, Clarion Housing Group, Moat Housing Association, Rockdale Housing, Sencio Leisure, Citizens Advice Bureau, the two local pensioners forums (Tonbridge & Malling Senior's Forum and Sevenoaks District Senior Action Forum), local churches, residential and nursing homes and other local charities and organisations involved in helping older people. We actively participate in the work of Age UK nationally and regionally, particularly by representation on various committees and working groups.

4. Chairman's Review

The year started in lockdown due to the Covid-19 pandemic and continued for three months. During this time, all face to face services were suspended or were moved to operating remotely and many staff were put on the government's furlough scheme where 80% of their pay was covered by government. Our expenses were less but we received no operating income during this period. The Trustee board held regular meetings by Zoom to keep aware of the situation.

Kent County Council (KCC) remained in touch and they were told that we had very limited resources and that we could be forced to close as early as July 2020. This led to a number of similar computer based remote meetings to manage the time. This could not have come at a worse time bearing in mind the forthcoming Community Based Wellbeing Services contract award. It had been hoped that the tender procedure would be delayed pending the outcome of Covid but it became clear that the procedure would continue.

Discussions with KCC produced a temporary funding stream which in conjunction with furlough and other government schemes enabled us to remain solvent and maintain our assets and plan for the resumption of services. With this being an unprecedented situation, everything had to be managed on a day to day basis as the outcome has and remains uncertain.

Lockdown ended in July but the main restrictions on meeting remained. By October the virus was beginning to spread again and with the onset of winter lockdown was again enforced. KCC also

recommenced with the tender process for the Community Based Wellbeing Services contract. Age UK Sevenoaks and Tonbridge submitted a bid in partnership with other West Kent Age UKs and Crossroads but unfortunately we were not successful and the tender was awarded to Involve; the news being reported to us on Christmas Eve 2020. After the Christmas break we as a board met by Zoom again to consider our position and KCC enquired as to our financial position. I think KCC were surprised that we had so little money and it was explained that with no services, no contract and no income, we only had enough resources to continue in business for a matter of a few months. KCC fortunately did take our position very seriously indeed and this resulted in a transitional relief package of funding which gave us the ability to continue for several more months - a package which was generous in the circumstances.

As requested by the KCC, we contacted Involve in order to find out if we could be of assistance to them with their new contract. Involve were busy trying to understand what the contract would mean for them but we managed to get limited funding from them to continue with a much reduced service. One of our buses required repair but through Go Coach we sold it and our fleet is now two buses and the Kangoo.

Simultaneously to these events, we continued with our discussion with Age UK Tunbridge Wells regarding a joint enterprise. Tunbridge Wells were in a similar financial position to ourselves and for quite some time this looked like a good move forward but unfortunately agreement could not be reached and discussions ceased. Age UK Maidstone had been in some of these discussions but had their own operational problems at the time so they had been unable to proceed with any further meetings.

As we reached the end of the financial year, lockdown was still a fact of life so income was very much reduced to our grant money which was fast coming to an end. We started discussion again with Age UK Maidstone who had started to resolve their operational problems and as at the end of year these discussions are proceeding very well indeed and I am optimistic as to the way these discussions are going.

Gillian Shepherd-Coates who has been our CEO for 37 years will retire in July 2021 and we are indebted to her for her hard work over

these years resulting in many positive additions to our services and income. A replacement for her has to be found very quickly indeed, however, advertising for such a position in this climate where we have an uncertain future is clearly difficult.

Our aim is to, at least on a temporary basis, link with Age UK Maidstone and share staff to mutual advantage. We will start to plan the subdivision of Hollybush Day Care Centre to enable us to start a Dementia day care unit which is much needed and will give us a new income stream to replace those which we have lost.

We continue to have an old transport fleet which is expensive to maintain and in conjunction with Age UK Maidstone and Go Coach we will strive to resolve this.

As the financial year closes, our finances are improving quite considerably although this is necessary to cover a period of time where there are no grants and no income from services. The lockdown continues and success very much depends on how long this continues. The future for everyone is more uncertain now than ever before but for Age UK Sevenoaks and Tonbridge there is beginning to be an optimistic future ahead and we will continue our efforts to achieve it.

5. Reserves Policy

The Trustees review reserves on a regular basis. They have reaffirmed their decision to maintain unrestricted reserves at a level exceeding the costs of an orderly closure of operations, which they currently estimate to be £125,000. Current reserves are £456,177.

6. Risk Management

The Trustees have in place a risk management strategy and risk register. This process includes review by the Trustees, Director and other Charity Officers.

The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact, and identifies the means of mitigating against them.

- by including 'Finance' as a regular item on the agenda of every meeting of the Directors/Trustees.
- by refreshing the analyses of the Charity's strengths, weaknesses and opportunities and threats which are updated regularly.
- by ensuring that a wide range of internal procedures are in place aimed at meeting all our obligations, not least in terms of our responsibilities to our clients and to a range of external bodies, including Age UK.

7. Financial Summary.

The Statement of Financial Activities (page 20) reports income and expenditure for both Normal Operations and Projects. It has been prepared in accordance with the requirements of the Statement of Recommended Practice for Charities.

The Charity receives income in the form of unrestricted and restricted funds to support its activities. Restricted funds have to be spent in accordance with the wishes of those providing the funds. Information is provided in the Statement of Financial Activities (page 20).

There was a Net Income for the year under review of £257,951, as the Charity's income was insufficient to cover the costs of the services we provided to older people in our area.

The Kent County Council grant of £624,660 remains a major component of our funding. Plans by KCC to radically change the future funding basis for the services we provide give us serious cause for concern, not least because the uncertainty makes it very difficult for us to formulate our own plans for the future.

We again received financial support from Sevenoaks District Council, Tonbridge & Malling Borough Council, Age UK and many other organisations and individuals. We are grateful to all of them.

8. Fundraising

Difficult fundraising conditions prevailed as Trust organisations continue to contract and be selective in their awards and this was compounded by Covid 19 as a lot of organisations were seeking funding at the same time. However we made a concerted effort throughout the financial year to target appropriate trusts and we were successful in raising a substantial amount of money. These include grants from the National Lottery, Sevenoaks District Council, Tonbridge and Malling Borough Council, Kent Resilience Fund, The Partiger Trust, Colyer Fergusson, Tesco Bags of Help, The Veterans Fund and The Philip and Connie Philips Foundation. We were also grateful to receive several substantial donations from individuals. We would like to thank all the individuals and organisations that have supported us over the financial year.

9. Future development

The Charity plans to continue to provide services required to support older people in Sevenoaks, Tonbridge and the surrounding areas in the forthcoming years and to work closely with Age UK, local groups and other voluntary sector organisations in doing so.

The disappointing news that we were not successful in securing the Health and Well-being contract in partnership with Crossroads had a substantial impact on the Charity. However this then gave the opportunity for the Charity to look at the services that we offer and for restructuring once the current Chief Officer retires in 2021. The Trustees are working with neighbouring Age UKs to look at ways that we can work together over the next year to reduce back-room costs whilst expanding and developing the services that we offer. This may then lead to more collaborative working in the future.

Statement of Trustees Responsibilities

The Trustees (who are also the Directors of Age UK Sevenoaks Tonbridge and District for the purposes of company law) are responsible for preparing the Annual Report and the Financial Statements in accordance with the applicable law and accounting standards.

Company and charity 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 charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charity SORP.
- Make judgments and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

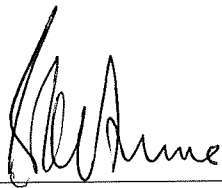
Statement as to Disclosure of Information to Auditors

So far as the Trustees are aware, there is no relevant 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 as a Trustee in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

This report has been prepared in accordance with small companies' regime (section 419(2)) of the Companies Act 2006.

Signed on behalf of the Directors/Trustees



Mr Barry Vanns – Chairman

Date: 4/11/21

Opinion

We have audited the financial statements of Age UK Sevenoaks Tonbridge & District (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and 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 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC'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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the 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 Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Our 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 a Report of the Independent Auditors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in [Note X] were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [include details] and the company's legal advisors

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 Report of the Independent Auditors.

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.



Alan R E Peal (Senior Statutory Auditor)
for and on behalf of Porritt Rainey
The Crown Business Centre
10 High Street
Otford
Sevenoaks
Kent
TN14 5PQ

Date: 4/11/21

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the year ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	35,836	10,476	46,312	88,785
Charitable activities	5				
Social inclusion		705,126	128,991	834,117	692,477
Independent Living Scheme		176,597	-	176,597	168,606
Advocacy		22,783	-	22,783	-
Information and Advice		15,000	-	15,000	-
Befriending		-	4,000	4,000	2,481
Other trading activities	3	-	-	-	3,030
Investment income	4	1,553	-	1,553	11,206
Other income		-	-	-	200
Total		956,895	143,467	1,100,362	966,785
EXPENDITURE ON					
Charitable activities	6				
Social inclusion		414,701	141,069	555,770	677,666
Independent Living Scheme		205,767	1,904	207,671	199,591
Advocacy		28,516	952	29,468	27,335
Information and Advice		41,600	952	42,552	45,033
Befriending		4,569	2,381	6,950	25,984
Computer Learning		-	-	-	12,084
Total		695,153	147,258	842,411	987,693
NET INCOME/(EXPENDITURE)		261,742	(3,791)	257,951	(20,908)
Transfers between funds	17	(2,284)	2,284	-	-
Net movement in funds		259,458	(1,507)	257,951	(20,908)
RECONCILIATION OF FUNDS					
Total funds brought forward		196,719	2,978	199,697	220,605
TOTAL FUNDS CARRIED FORWARD		456,177	1,471	457,648	199,697

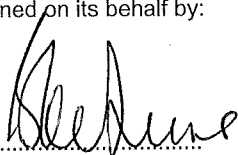
The notes form part of these financial statements

Age UK Sevenoaks Tonbridge & District

Statement of Financial Position
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	12	9,838	-	9,838	13,392
CURRENT ASSETS					
Stocks	13	537	-	537	1,203
Debtors	14	45,389	-	45,389	69,798
Investments	15	235,970	-	235,970	77,055
Cash at bank and in hand		<u>252,061</u>	<u>1,471</u>	<u>253,532</u>	<u>132,825</u>
		533,957	1,471	535,428	280,881
CREDITORS					
Amounts falling due within one year	16	(87,618)	-	(87,618)	(94,576)
NET CURRENT ASSETS		<u>446,339</u>	<u>1,471</u>	<u>447,810</u>	<u>186,305</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>456,177</u>	<u>1,471</u>	<u>457,648</u>	<u>199,697</u>
NET ASSETS		<u>456,177</u>	<u>1,471</u>	<u>457,648</u>	<u>199,697</u>
FUNDS	17				
Unrestricted funds				456,177	196,719
Restricted funds				<u>1,471</u>	<u>2,978</u>
TOTAL FUNDS				<u>457,648</u>	<u>199,697</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 4 November 2021 and were signed on its behalf by:


Trustee

The notes form part of these financial statements

Age UK Sevenoaks Tonbridge & District

Statement of Cash Flows
for the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>279,689</u>	<u>(41,621)</u>
Net cash provided by/(used in) operating activities		<u>279,689</u>	<u>(41,621)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(982)	(7,401)
Sale of tangible fixed assets		-	200
Interest received		915	2,257
Investments made		<u>(158,915)</u>	<u>122,743</u>
Net cash (used in)/provided by investing activities		<u>(158,982)</u>	<u>117,799</u>
Change in cash and cash equivalents in the reporting period		<u>120,707</u>	<u>76,178</u>
Cash and cash equivalents at the beginning of the reporting period		<u>132,825</u>	<u>56,647</u>
Cash and cash equivalents at the end of the reporting period		<u>253,532</u>	<u>132,825</u>

The notes form part of these financial statements

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	257,951	(20,908)
Adjustments for:		
Depreciation charges	4,537	8,262
Profit on disposal of fixed assets	-	(200)
Interest received	(915)	(2,257)
Decrease/(increase) in stocks	666	(3)
Decrease in debtors	24,408	5,067
Decrease in creditors	(6,958)	(31,582)
Net cash provided by/(used in) operations	<u>279,689</u>	<u>(41,621)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank and in hand	<u>132,825</u>	<u>120,707</u>	<u>253,532</u>
	<u>132,825</u>	<u>120,707</u>	<u>253,532</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	<u>77,055</u>	<u>158,915</u>	<u>235,970</u>
	<u>77,055</u>	<u>158,915</u>	<u>235,970</u>
Total	<u>209,880</u>	<u>279,622</u>	<u>489,502</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Allocation and apportionment of costs

Support costs are allocated based on the number of full time equivalent administrative staff being responsible in each activity

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- 15% on cost
Motor vehicles	- 20% on cost
Office Equipment	- 25% on cost

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	32,627	75,100
Age UK	<u>13,685</u>	<u>13,685</u>
	<u>46,312</u>	<u>88,785</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	-	1,789
KMTC Admin	-	<u>1,241</u>
	<u>-</u>	<u>3,030</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Rents received	638	8,949
Deposit account interest	<u>915</u>	<u>2,257</u>
	<u>1,553</u>	<u>11,206</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021	2020
		£	£
Client Contributions	Social inclusion	16,190	131,361
Personal Care	Social inclusion	8,593	42,374
Grants	Social inclusion	742,052	301,189
Shop income	Social inclusion	5	3,546
Other	Social inclusion	23,082	11,332
Outings	Social inclusion	-	19
Funded Services	Social inclusion	44,195	202,656
Client Contributions	Independent Living Scheme	176,597	168,606
Grants	Advocacy	22,783	-
Grants	Information and Advice	15,000	-
Grants	Befriending	4,000	-
Funded Services	Befriending	-	2,481
		<u>1,052,497</u>	<u>863,564</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Kent County Council	624,660	275,189
Tonbridge and Malling Borough Council	14,370	-
Other Grants	33,184	26,000
Sevenoaks District Council	<u>111,621</u>	<u>-</u>
	<u>783,835</u>	<u>301,189</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Social inclusion	426,064	129,706	555,770
Independent Living Scheme	191,043	16,628	207,671
Advocacy	21,154	8,314	29,468
Information and Advice	34,238	8,314	42,552
Befriending	3,623	3,327	6,950
	<u>676,122</u>	<u>166,289</u>	<u>842,411</u>

7. GRANTS PAYABLE

	2021 £	2020 £
Social inclusion	<u>-</u>	<u>554</u>

The total grants paid to institutions during the year was as follows:

	2021 £	2020 £
PSG Awards	<u>-</u>	<u>25</u>

8. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Social inclusion	126,898	2,808	129,706
Independent Living Scheme	16,268	360	16,628
Advocacy	8,134	180	8,314
Information and Advice	8,134	180	8,314
Befriending	3,255	72	3,327
	<u>162,689</u>	<u>3,600</u>	<u>166,289</u>

Activity	Basis of allocation
Management	Staff Numbers
Governance costs	Staff Numbers

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Auditors' remuneration	3,600	3,600
Depreciation - owned assets	4,536	8,262
Surplus on disposal of fixed assets	<u>-</u>	<u>(200)</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

11. STAFF COSTS

	2021 £	2020 £
Wages and salaries	618,863	635,409
Social security costs	33,384	31,832
Other pension costs	28,925	27,325
	<u>681,172</u>	<u>694,566</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Management and Administration	5	15
Community based support schemes	25	26
Day care and Other Services	18	18
	<u>48</u>	<u>59</u>

No employees received emoluments in excess of £60,000.

Emoluments during the period to Key Management Personnel was £43,193.

12. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Motor vehicles £	Office Equipment £	Totals £
COST					
At 1 April 2020	202,052	64,115	153,423	15,778	435,368
Additions	-	-	-	982	982
At 31 March 2021	<u>202,052</u>	<u>64,115</u>	<u>153,423</u>	<u>16,760</u>	<u>436,350</u>
DEPRECIATION					
At 1 April 2020	201,440	62,870	150,183	7,483	421,976
Charge for year	-	689	1,440	2,407	4,536
At 31 March 2021	<u>201,440</u>	<u>63,559</u>	<u>151,623</u>	<u>9,890</u>	<u>426,512</u>
NET BOOK VALUE					
At 31 March 2021	<u>612</u>	<u>556</u>	<u>1,800</u>	<u>6,870</u>	<u>9,838</u>
At 31 March 2020	<u>612</u>	<u>1,245</u>	<u>3,240</u>	<u>8,295</u>	<u>13,392</u>

13. STOCKS

	2021	2020
	£	£
Stocks	<u>537</u>	<u>1,203</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	13,064	40,910
Other debtors	76	76
Gift Aid	-	7,000
Prepayments	<u>32,249</u>	<u>21,812</u>
	<u>45,389</u>	<u>69,798</u>

15. CURRENT ASSET INVESTMENTS

	2021	2020
	£	£
Unlisted investments	<u>235,970</u>	<u>77,055</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	3,789	4,355
Social security and other taxes	7,633	9,528
Other creditors	-	95
Credit Card	-	318
Accrued expenses	52,481	45,065
project deferrals	<u>23,715</u>	<u>35,215</u>
	<u>87,618</u>	<u>94,576</u>

17. MOVEMENT IN FUNDS

	At 1/4/20	Net	Transfers	At
	£	movement	between	31/3/21
		in funds	funds	£
		£	£	
Unrestricted funds				
General fund	130,143	261,742	(2,284)	389,601
Bertioli Legacy Dementia	30,000	-	-	30,000
Bertioli Legacy Other	<u>36,576</u>	<u>-</u>	<u>-</u>	<u>36,576</u>
	196,719	261,742	(2,284)	456,177
Restricted funds				
Circle Housing	1,371	-	-	1,371
One You Projects	1,507	(1,507)	-	-
PSG	100	-	-	100
Armed Forces Fund	<u>-</u>	<u>(2,284)</u>	<u>2,284</u>	<u>-</u>
	2,978	(3,791)	2,284	1,471
TOTAL FUNDS	<u>199,697</u>	<u>257,951</u>	<u>-</u>	<u>457,648</u>

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	956,895	(695,153)	261,742
Restricted funds			
One You Projects	111,620	(113,127)	(1,507)
Pop-up Pop-in	19,846	(19,846)	-
Armed Forces Fund	10,001	(12,285)	(2,284)
Tonbridge Befriending	2,000	(2,000)	-
	<u>143,467</u>	<u>(147,258)</u>	<u>(3,791)</u>
TOTAL FUNDS	<u>1,100,362</u>	<u>(842,411)</u>	<u>257,951</u>

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	(8,395)	(21,876)	160,414	130,143
Bertioli Legacy ILS	13,206	-	(13,206)	-
Bertioli Legacy Lunch Clubs	20,000	-	(20,000)	-
Bertioli Legacy Dementia	30,000	-	-	30,000
Bertioli Legacy Other	106,576	-	(70,000)	36,576
Tonbridge Age Concern	57,208	-	(57,208)	-
	218,595	(21,876)	-	196,719
Restricted funds				
Circle Housing	1,371	-	-	1,371
W G Edwards Grant	222	(222)	-	-
KCC Refurbishment	226	(226)	-	-
One You Projects	48	1,459	-	1,507
PSG	100	-	-	100
Pop-up Pop-in	43	(43)	-	-
	<u>2,010</u>	<u>968</u>	<u>-</u>	<u>2,978</u>
TOTAL FUNDS	<u>220,605</u>	<u>(20,908)</u>	<u>-</u>	<u>199,697</u>

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	803,080	(824,956)	(21,876)
Restricted funds			
W G Edwards Grant	-	(222)	(222)
KCC Refurbishment	-	(226)	(226)
One You Projects	130,709	(129,250)	1,459
Pop-up Pop-in	32,996	(33,039)	(43)
	<u>163,705</u>	<u>(162,737)</u>	<u>968</u>
TOTAL FUNDS	<u>966,785</u>	<u>(987,693)</u>	<u>(20,908)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	(8,395)	239,866	158,130	389,601
Bertioli Legacy ILS	13,206	-	(13,206)	-
Bertioli Legacy Lunch Clubs	20,000	-	(20,000)	-
Bertioli Legacy Dementia	30,000	-	-	30,000
Bertioli Legacy Other	106,576	-	(70,000)	36,576
Tonbridge Age Concern	57,208	-	(57,208)	-
	<u>218,595</u>	<u>239,866</u>	<u>(2,284)</u>	<u>456,177</u>
Restricted funds				
Circle Housing	1,371	-	-	1,371
W G Edwards Grant	222	(222)	-	-
KCC Refurbishment	226	(226)	-	-
One You Projects	48	(48)	-	-
PSG	100	-	-	100
Pop-up Pop-in	43	(43)	-	-
Armed Forces Fund	-	(2,284)	2,284	-
	<u>2,010</u>	<u>(2,823)</u>	<u>2,284</u>	<u>1,471</u>
TOTAL FUNDS	<u>220,605</u>	<u>237,043</u>	<u>-</u>	<u>457,648</u>

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,759,975	(1,520,109)	239,866
Restricted funds			
W G Edwards Grant	-	(222)	(222)
KCC Refurbishment	-	(226)	(226)
One You Projects	242,329	(242,377)	(48)
Pop-up Pop-in	52,842	(52,885)	(43)
Armed Forces Fund	10,001	(12,285)	(2,284)
Tonbridge Befriending	<u>2,000</u>	<u>(2,000)</u>	<u>-</u>
	<u>307,172</u>	<u>(309,995)</u>	<u>(2,823)</u>
TOTAL FUNDS	<u><u>2,067,147</u></u>	<u><u>(1,830,104)</u></u>	<u><u>237,043</u></u>

18. RELATED PARTY DISCLOSURES

During the year the car loan made to the Chief Officer was paid off.

STAFF at 31 March 2021

Chief Officer	Mrs Gillian Shepherd-Coates
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Senior Admin Assistant – Tonbridge	Mrs Jenny McDougall
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Day Centre Manager - Sevenoaks	Mrs Patricia Thomas
Day Centre Team Leader - Edenbridge	Ms Caroline Newman
Day Centre Supervisor - Tonbridge	Mrs Sandra Chapman

Care Staff

Senior Care Assistant	Mrs Jane Mann
Care Assistant	Miss Michelle Blackaby
Care Assistant	Miss Victoria Attle
Care Assistant	Mr David Spencer
Care Assistant	Mrs Sylvia Lee
Care Assistant	Mrs Marisa Vukmirovic

Drivers

Mr Stuart Eade
Mr Roger Richardson
Mr Graham Palmer
Mr Martin Dean
Mr John Dowers
Mr Cliff McLaren

Catering Staff

Chef	Mr James Farmer
Catering Assistants	Mrs Jackie Farmer Miss Mary Curtis

Senior Administration Officer	Mrs Caron Parsons
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P.A. to the Chief Officer	Mrs Sarah Chillington
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Book-keeper	Vacant
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Independent Living Support Scheme Manager	Ms Kathy Gregory
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ILS Supervisor	Mrs Amanda King
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Support Workers

26 Support Workers
 5 Gardeners

Advocacy Service

Manager
 Advocacy Officer

Mrs Annette Davies
 Mrs Julie Button

Information & Advice Officer

Mr Bob Carpenter

Befriending Co-ordinators

Mr Guy Knight

Visiting Co-ordinator

Mrs Elizabeth Bew

One You Your Home

Swanley One You Coordinator

Mr James Keast

Pop Up Pop Ins

Health and Wellbeing Coordinator
 Pop Up (Health and Wellbeing)
 Assistant

Mrs Sue Larkin
 Mrs Judy Erskine

Ancillary Services provided by:-

Counselling Service

Counsellor
 Counsellor
 Trainee Counsellor
 Trainee Counsellor
 Trainee Counsellor

Mrs Fran Tullet
 Mr David Briggs
 Mr Steven Bennett
 Ms Jennifer Ryan
 Ms Jane Hill

Computer Learning Centre

Mr Nigel Pritchard
 Mr Derek Ednie
 Mrs Stephanie Evans

Chiropodists

Mrs Sandy Watts
 Mrs Rosemarie Newman
 Ms Clare Wilson

Hairdressers

Mrs Sandra Chatfield
 Miss Clare Hayes

Reflexologist

Mrs Nikki Bendall

Services provided by Age UK Sevenoaks Tonbridge & District

- ◆ Day Centres Sevenoaks - Hollybush Court
 Edenbridge – Eden Centre
 Tonbridge – Town Lock
- ◆ Independent Living Support Scheme
- ◆ Advocacy Service
- ◆ Hot meals delivery service
- ◆ Computer Learning Centre
- ◆ Information/Advice Service
- ◆ Alternative Office Department of Works & Pensions
- ◆ Counselling
- ◆ Outreach Assistance
- ◆ Transport Scheme – Day Centre/Lunch Clubs
- ◆ Bathing & Chiropody Service
- ◆ Hairdressing
- ◆ Reflexology & Aromatherapy
- ◆ Craft – Knit and Natter
- ◆ Day Centre Shop
- ◆ Visiting Hearing Advice Clinic
- ◆ Visiting Optician
- ◆ Consultations
- ◆ Postural Stability
- ◆ Befriending Service
- ◆ One You Your Home project
- ◆ Pop Up Pop Ins
- ◆ Outings and Leisure activities
- ◆ Hardship Fund
- ◆ Village Lunch Clubs/Groups in
 - Littlecourt Westerham
 - Woodlands Kemsing
 - Otford Tonbridge Lunch Club
 - Dunton Green

Thank you

To all the Staff and Volunteers who have helped with the services provided by Age UK Sevenoaks Tonbridge & District.

To Local Organisations, Trust Funds and individuals who have supported Age UK Sevenoaks Tonbridge & District throughout the year.

Kent County Council Social Services



Tonbridge & Malling Borough Council



Sevenoaks District Council



Kent Community Foundation



National Lottery



The Partiger Trust



Supported by Sir Thomas Smythe's Charity, which awards grants to welfare organisations in the local area.



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