

Age UK Ealing

(A company limited by guarantee)

Trustees' report and financial statements for the year ended 31 March 2024

Age UK Ealing. Company no.04666730 / Registered Charity no. 1100474
Registered office: Greenford Community Centre, 170 Oldfield Lane South, Greenford UB6 9JS

Age UK Ealing
(A Company limited by guarantee)

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Age UK Ealing
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**Reference and Administrative Information
For the year ended 31 March 2024**

Charity number	1100474
Company Registration Number	04666730
Registered Office Address	Greenford Community Centre 170 Oldfield Lane South Greenford UB6 9JS
Trustees	Charles Lowe (Chair) David Muir Satpal Chana Sudha Agrawal Ryan Allain (resigned 9 November 2023) Francesco Fruzza Janany Shanmugarajah Ian Newton Stephen Young Kim Deasy (resigned 8 April 2024) Kerry Kent
Independent Auditor	Knox Cropper LLP 65 Leadenhall Street London EC3A 2AD
Bankers	CAF Bank Limited PO Box 289 West Malling Kent ME19 4TA
Cash Manager	CAF Bank Limited 25 Kings Hill Avenue West Malling, Kent ME19 4TA

Chair's Statement

For the year ended 31 March 2024

I am delighted to report that our charity has continued its record of outstanding service to our community over the year, whilst remaining financially stable, at a time when older people are in particular need of support due to the cost-of-living crisis. Our dedicated staff and volunteers have continued to deliver high quality services which continue to be valued by our users – the older people of Ealing and those who care for them - whilst also demonstrating excellent value to current and potential funders.

Achievements and Performance

Age UK Ealing (AUKE) had many highlights during 2023/24. Some of these are described below, and other highlights of the year are covered in the report of the Trustees.

1. Completing the recovery from the Covid-19 pandemic

The main thrust of this year has been continuing the recovery from Covid-19, getting back to providing the full suite of services we previously delivered. Our users were among those most vulnerable to the virus, and therefore our approach has always been to ensure the safety of everyone associated with the charity, including our users, our staff and volunteers. In addition, we introduced a new service, gardening, and consolidated another, digital inclusion, as described below. During the year, the utilisation of the Greenford Community Centre gradually increased as most of our regular centre user organisations and groups returned – average utilisation was 55% over the year, compared to 49% the previous year.

In addition, we took steps to broaden the reach of the charity in Ealing, continuing our sponsorship of the Ealing Half Marathon. We also greatly expanded our online social media use – our Social Media engagement level which is the total across all social media channels continued to increase by 10% from the first quarter to the fourth quarter.

2. New services

Responding to regular requests from service users, the charity started offering a gardening service, having recruited our initial gardening staff the previous year. Over the year we delivered 1,011 hours of gardening for older people in Ealing and are in line to breakeven on cost by the end of the second year of the service.

We grew our Digital Inclusion training service, delivering 39 six-week courses, vs 8 the previous year. These are offered free to our service users in response to a survey in 2021/22 that found that only 3% of our 10,000 service users considered themselves digitally competent at the same time as loneliness was the biggest single concern.

3. Celebrating 20 years

As last year represented our 20th year as Age UK Ealing, we held a celebration party that was fully funded by local businesses and enabled us to recognise the great achievements of many of our staff in providing solid benefit to older people in Ealing over those years. Thank you all the businesses that supported this event. Particular mention should be made of Sky and The e.surv and their staff teams for their practical support on the day.

4. Becoming the voice of older people in Ealing

Long a major objective of our five-year plan and anticipating the election that actually took place in July, we ran a major project to create a series of vignettes featuring older Ealing residents describing their concerns and their desired improvements in the way they are treated. This was a great example of working with other local providers – in this case West London University's media course – which benefited both parties and delivered some really impressive videos.

Chair's Statement (cont.) For the year ended 31 March 2024

5. Continuing to help and support Older People in Ealing

During the year Age UK Ealing had 12,373 contacts with older people, their families and carers – an 11.4% increase and an average of over 1,000 per month. 77.4% of contacts were made through our Information and Advice service, 14.7% through our Befriending Service, 3.2% through our Day Centre, 2.5% through Digital Inclusion and 2.3% through our Gardening Service.

16,404 support calls were made during the year through telephone support; service users received an average of three calls per week. This represented an 11% increase over the previous year. As a result, 66% of our service users reported feeling less isolated, 74% felt more confident living independently and 70% felt less anxious.

The charity has continued to deliver a range of services in 2023/24, including:

Ealing Advice Service (EAS), in which we are a partner alongside Ealing Mencap, Deaf Plus, Ealing, Hounslow Hammersmith & Fulham MIND, Nucleus, Family Action, Havelock Family Centre, Centre for Armenian Information and Advice (C.A.I.A), The Anchor Foundation, GOSAD and Contact Ealing. This service is highly valued by its many users, and is recognised by our commissioners for its consistent quality and the large numbers of users it reaches.

Alongside this service, the charity continued to provide its **Information & Advice** services which address a wide range of topics relevant to our older people and those who support them.

Our **Befriending Services** (Telephone Support Service and Neighbourly Connectors) continue to help older people to combat loneliness and social isolation.

Our **Digital Inclusion Service** helps older people to become competent at using digital services to help them with the challenges of daily living. Particular focus is on accessing health services and council services.

Our **Gardening Service** helps older people to continue to enjoy the green space around their house without needing to risk their health by over-exertion.

There have been two changes to our Board with the resignations of Ryan Allain, our Vice Chair, and Kim Deasy. We are very appreciative of the help and advice both gave in their time on our Board and will miss both greatly.

Every year, our funders and donors are vital to the charity being able to continue its work. We would like to thank in particular, The Clothworkers' Foundation, Ealing Council, West London Integrated Care Service, City Bridge Trust, The National Lottery, The Henry Smith Charity, Emmanuel Hospital Foundation, The Mercers' Company and Age UK National for their financial support, and we are extremely grateful for all the donations and bequests received during the year.

We also wish to thank Knox Cropper, who have audited this report-

Attracting new funding and income is key to the future of our charity. During the year we have continued our efforts on raising income, widening our target donors to include local companies and to encourage Ealing residents to become members.

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Chair's Statement (cont.)
For the year ended 31 March 2024

Finally, I want to thank again all our staff, volunteers and trustees for the time, skills, experience, commitment and enthusiasm they all bring to the work of the charity – especially in recovering from the damage Covid-19 caused – and also our members for their continuing support. Under the leadership of Reg Parkinson our CEO, our dedicated staff and volunteer teams have enabled the charity to continue to provide much-needed support and services to older people in Ealing.

A handwritten signature in dark ink, appearing to read 'Charles Lowe', with a long horizontal flourish extending to the right.

Charles Lowe - Chair of Age UK Ealing

Date: 4 October 2024

Report of the Trustees (incorporating the Directors' report) For the year ended 31 March 2024

The Trustees present their report and the financial statements for the year ended 31 March 2024. The Trustees, who are also Directors of Age UK Ealing for the purposes of company law and who served during the year, are set out on page 1.

Structure, Governance, and Management

The predecessor of Age UK Ealing, Age Concern Ealing (ACE), was formed in 2003 by way of merger of four local smaller Age Concern organisations.

The charity's governing document (the Articles of Association) sets out the procedure for election, appointment and co-option of Trustees. The Board of Trustees has overall responsibility for the charity and meets regularly. The Chair and up to eleven other Trustees are formally elected by the charity's membership every three years. Trustees may stand for re-election subject to the Charity's Articles of Association. Casual vacancies arising between elections are filled through appointment by the Board subject to members' approval at the next Annual General Meeting. Provision is made in the charity's Articles of Association for a further three Trustees to be appointed through co-option by the Board. Potential Trustees are interviewed by the Chair/Vice Chair and at least one other trustee.

Trustee induction and training is provided internally and also through the national Age UK organisation as well as other organisations such as NCVO (National Council for Voluntary Organisations).

New Trustees are provided with information which includes:

- the responsibilities of Trustee Board members
- legal documentation including the Articles of Association
- future plans and objectives, and annual report and accounts

New Trustees meet with senior management and visit the charity's locations to understand the work of the charity and meet staff, volunteers, and service users.

The strategic direction and overall policies of the charity are decided by the Board of Trustees. An HR Subcommittee composed of Trustees meets as actions are identified in conjunction with the charity's business plan, with relevant employees in attendance to oversee employment matters affecting the charity. Last year, an Investment Subcommittee also comprising Trustees was formed to ensure prudent management of our financial resources. Day-to-day management of the charity is delegated to the Chief Executive who is appointed by the Board of Trustees.

Age UK Ealing is a member of the Age UK Network which brings together independent charities in a structure which reflects their autonomy but also their interdependence. All Age UK brand partners work to a quality assurance system which ensures quality in all we do with and for all older people. In March 2011, ACE signed a Brand Partnership Agreement with Age UK - a new charity formed by the merger of Age Concern England and Help the Aged. ACE re-launched as Age UK Ealing early in 2012. Age UK Ealing signed the new Brand Partnership Agreement in 2016. It changed its company legal name to Age UK Ealing in 2019.

Report of the Trustees (incorporating the Directors' report) (cont.) For the year ended 31 March 2024

Objectives and activities

The objects for which Age UK Ealing is constituted are set out in its Articles of Association: "To promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Ealing:

- Preventing or relieving the poverty of older people;
- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people whether emotional, mental or physical;
- Promoting equality and diversity;
- Promoting the human rights of older people;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage;
- Such other charitable purposes for the benefit of older people as the Trustees may decide with the outcome of promoting the wellbeing of older people."

The Trustees have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit. Age UK Ealing provides significant, positive benefits to older people through implementation of our guiding principles which are to:

- Provide high standards of service delivery to older people.
- Respond to the needs and views of older people in all areas of our work.
- Comply with relevant legislation including regulations governing the provision of social care.
- Apply sound financial management and ensure appropriate control mechanisms are in place.
- Be accessible and welcoming. Actively look for ways to involve and provide facilities and services for those who might not otherwise be able to join in or benefit.
- Value the importance and contribution of volunteering.
- Provide a good working environment recognising that everyone has an important role to play

The charity's current Articles of Association (approved where required by the Charity Commission) were approved by Members at the 2017 AGM held on 12th December 2017, and replaced the previous Memorandum and Articles of Association.

Achievements and performance

Community engagement, partnership working and promoting volunteering

We have continued to engage with the local community throughout the last financial year, maintained existing partnerships and also forging strong relationships with new partners thereby expanding our reach within the community. Some examples are included in the following further highlights of the year:

Ealing Advice Service (EAS)

In its fifth year as the follow-on service to Ealing Specialist Advice Service (ESAS), EAS has continued to respond to the needs of a large and diverse number of users. Users of the service were from all parts of the borough, and during the year about 6% of EAS users were aged 50-64, 94% aged 65+. As part of the EAS, Age UK Ealing achieved £1,088,912 of financial gains for older people in Ealing. These financial gains were in

Report of the Trustees (incorporating the Directors' report) (cont.) For the year ended 31 March 2024

areas including unclaimed benefits, attendance allowance, and pension entitlements for older people. We have also helped service users to claim 158 Blue Badges and 38 Taxi Cards. Overall, 41% of people we supported had an increase in income as a consequence and 13% were able to benefit from a reduction in health inequality.

Neighbourly Connectors

This free befriending service helps older people in Ealing to engage with their community. The aim is to match a weekly befriender to an older person to help them have the confidence they need to step into their community. The last year, from April 2023, there were an average of over 56 visits per month with older people, their families and carers for information, advice and befriending. Significant majorities of service users reported that the service reduced isolation and loneliness, helped improve health and wellbeing, and improved a sense of independence and control in their lives. 66% felt less isolated, 75% felt improved health & wellbeing, 75% felt more confident and supported, 78% felt more confident living independently, 72% felt less anxious, 70% kept physically active.

Telephone Support Service

This free befriending service for socially isolated and housebound older people provides a phone call from one of our volunteers up to three times per week, to provide contact and company and also to establish the needs of the service user. The service supported 95 users during the year, up from 53 the previous year. The service continues to make a difference to older people who are socially isolated, and who value greatly the contact they have with our dedicated volunteers. The service is hugely appreciated by users. We made 16,404 support calls, 72% felt improved health & wellbeing, 72% felt more confident and supported, 74% felt more confident living independently, 70% felt less anxious, 67% kept physically active. The percentage figures both for this service and the Neighbourly Connectors service above are a huge endorsement for the service that Age UK Ealing provides to older people in Ealing.

Wellbeing Day Centre

Our Day Centre at Greenford Community Centre is now fully back to normal following its previous Covid-19 closure. 33 people took advantage of the services provided by the Centre last year, up 10% from the previous year. 73% felt less isolated, 88% felt improved health & wellbeing, 88% felt more confident and supported, 85% felt more confident living independently, 89% felt less anxious, 89% kept physically active. These are all hugely impressive increases.

Seasonal Activities

More than 100 Christmas hampers were put together and delivered personally to our Day Centre and Befriending Service users. We are very grateful for gifts and support from Dunelm, Tesco, Barratts, The e.surv, Diageo, BSI group, Thorngills, Waitrose, Sainsburys, Salesforce, Notting Hill School, Christ the Redeemer Church, Holy Cross Church, our staff and the volunteers which greatly helped with preparing the hampers. Thank you to the Ealing Charity Christmas Card Shop for their annual card sales in support of Age UK Ealing.

Fundraising and donations

The charity is very grateful to all those individuals and organisations who supported our work through donations and fundraising. We were very pleased to raise over £18,000 during the year.

Report of the Trustees (incorporating the Directors' report) (cont.) For the year ended 31 March 2024

Other grant funding

In the past year the charity has been successful in obtaining much needed funding from a variety of sources. We are very grateful to Ealing Council, The National Lottery Community Fund, City Bridge Trust, The Mercers Company, The Henry Smith Charity, Age UK national, Age UK London, Garfield Weston Foundation Emanuel Hospital Foundation. Particular mention should be made of The Clothworkers Foundation for the capital grant for the purchase of a second van to help expand our new gardening service for the benefit of the older people in Ealing.

Length of Service Awards

The charity is fortunate to have an experienced staff team, several of whom were recognised for their length of service during the year – Carolyn Blackford (5 years), Tracey Redhead (15 years) and Marie Madden (20 years).

Volunteer recognition

Every volunteer received a personal 'thank you' card and a small gift voucher.

Our Strategic Objectives

The following strategic objectives are included in the charity's new strategic plan 2020/25.

Core Objectives

- To achieve long-term financial stability, so that we can sustain and continue to do more and better of what is important to older people in the London Borough of Ealing
- To continue to deliver high quality and responsive Information & Advice services, both as Age UK Ealing and within the Ealing Advice Service (EAS) consortium
- To improve and grow our Befriending Service, delivering volunteering projects that help older people who are experiencing loneliness and social isolation
- To improve and grow our popular Day Centre Service at Greenford Community centre, helping more older people to improve their quality of life, to be with other people, and promoting independence
- To be the voice of older people: we will actively seek the views of current and potential service users on their priorities and needs for support and services, and use their input both to push for changes and influence improvement, and also to develop the support and services we provide

Supporting Objectives

- To make sure our staff and volunteers have the skills, the systems and the organisation they need, so that they can excel in what they do.
- Raising our profile to make sure people know what we do and what is important to our service users in Ealing, so that we attract the best staff, volunteers, partners, members, friends and supporters of Age UK Ealing.
- To develop a portfolio of new services that employer older people to love later life including programmes and activities that promote digital inclusion: we will provide opportunities, support and guidance to enable our service users to make best and safe use of their digital experience including use of the internet.
- To ensure that the use of the Greenford Community Centre facilities is meeting the needs of mixed and diverse communities, individuals and various local groups.
- To continue to work collaboratively with the Local Authority and relevant agencies to ensure that the needs of older people are met.

Report of the Trustees (incorporating the Directors' report) (cont.) For the year ended 31 March 2024

Financial review

The charity's financial results for 2023/2024 are shown within the body of these accounts.

The in-year deficit for the year was £214k. Given the financial circumstances, notably the start-up of the Gardening Service and the significant growth in the Digital Inclusion service, this is understandable though disappointing; action is underway to recover the situation. Sadly, the loss of a significant portion of National Lottery funding will not help the situation going forward.

Risk management

The Trustee Board systematically reviews risks faced by the charity. Formal risk assessments are undertaken at least twice a year. Significant organisational risks are reviewed regularly throughout the year by the Board, and each formal risk assessment includes a review of the scoring for each risk (based on likelihoods and impacts) since the previous formal assessment.

Key risks to the charity include the achievement of sustainable funding and other income, maintaining and retaining appropriate staff and volunteer resources in line with the strategic plan and maintaining the reputation of the charity.

Trustees regularly review the income of the charity, and work with a two-year financial projection (current financial year and following year). Unrestricted income achievement and growth is closely monitored.

Trustees also monitor costs within the charity to ensure cost effectiveness.

Reserves policy

The total unrestricted funds of the charity as at 31 March 2024 amounted to £620,367 (2023: £846,682).

The Board has agreed designated funds for a number of purposes, including maintenance and development of facilities at Greenford (£94,000), Digital Inclusion Project (£144,008) and Gardening Service (£122,216). The total of designated funds this year is £360,224 which leaves general unrestricted reserves of £192,535. Based on a surveyor's report and advice, the Board has decided to set aside £3,150 each year towards dilapidations.

Age UK Ealing maintains reserves to set aside funds for future development, to meet future commitments, and cover unforeseen events. Having reviewed the current risks facing the charity as well as future plans, the Board has agreed £250,000 to be an appropriate level of general reserves. This represents about 6 months running costs for the charity.

The calculation of the minimum level of general reserves is based on a risk assessment of the charity's financial position and outlook, taking into account estimates of additional costs and liabilities associated with the unlikely event of winding down the charity's activities.

Report of the Trustees (incorporating the Directors' report) (cont.)

For the year ended 31 March 2024

Plans for future periods

- sustain and continue to improve our services with emphasis on service users' involvement and participation
- continue to invest in our staff and volunteers so that they have the skills and support they need to excel in what they do
- continue to raise our profile, by promoting our services and what we do including continuing to sponsor the Ealing half-marathon
- safely promote digital inclusion within our community of service users, specifically to counter loneliness and bring younger and older people together
- develop our paid gardening service
- develop other new services based on identified local needs
- ensure that Greenford Community Centre facilities are widely used
- seek new important partnerships with relevant agencies and organisations
- take necessary steps to ensure financial equilibrium is achieved and maintained

Report of the Trustees (incorporating the Directors' report) (cont.) For the year ended 31 March 2024

Trustees' Responsibilities Statement

The Trustees (who are also directors of Age UK Ealing for the purposes of company law) are responsible for preparing the Trustees' 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 which 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 the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Knox Cropper LLP were appointed auditors to the company and, in accordance with the Companies Act 2006, a resolution proposing that they be re-appointed will be put to the Annual General meeting.

Approved by the Board of Trustees on 23/9/2024 and are signed on their behalf by:



Charles Lowe - Chair of Age UK Ealing

Date: 4 October 2024

Independent Auditor's Report to the members of Age UK Ealing

Opinion

We have audited the financial statements of Age UK Ealing (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, 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, 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 charitable company's affairs as at 31 March 2024 and of 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 of 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 Auditor's 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 other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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 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.

Independent Auditor's Report to the members of Age UK Ealing (cont.)

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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report included within the trustees' report.

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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement, 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 company or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 auditor's 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.

Independent Auditor's Report to the members of Age UK Ealing (cont.)

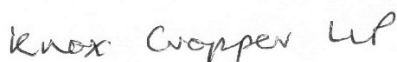
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting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

- The charitable company is required to comply with both company law and charity law and based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

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 auditor's 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.



10 October 2024

Simon Goodridge
Senior Statutory Auditor
for and on behalf of Knox Cropper LLP
65 Leadenhall Street
London EC3A 2AD

Age UK Ealing
(A Company limited by guarantee)

Statement of financial activities (incorporating the income and expenditure statement)
For the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	2024 Total	2023 Total
		£	£	£	£
	Notes				
Income from:					
Donations and legacies	2	43,630	-	43,630	823,110
Charitable activities	3	86,817	399,943	486,760	412,065
Other trading activities	4	125,125	-	125,125	84,780
Investment Income	5	21,351	-	21,351	5,590
Total income		276,923	399,943	676,866	1,325,545
Expenditure on					
Charitable activities	6	518,238	372,520	890,758	650,308
Total expenditure		518,238	372,520	890,758	650,308
Gains/ (losses) on investments	11	-	-	-	(29)
NET INCOME/(EXPENDITURE)		(241,315)	27,423	(213,892)	675,208
Gross transfers between funds		15,000	(15,000)	-	-
NET MOVEMENT IN FUNDS		(226,315)	12,423	(213,892)	675,208
Reconciliation of Funds:					
Total Funds brought forward		846,682	1,594	848,276	173,068
Total funds carried forward		620,367	14,017	634,384	848,276

The statement of financial activities includes all gains and losses in the year and therefore a separate statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 18 to 28 form an integral part of these financial statements

Age UK Ealing
(A Company limited by guarantee)

Balance Sheet
As at 31 March 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	10		67,608		51,323
Investments	11		1,204		1,204
			<u>68,812</u>		<u>52,527</u>
Current assets					
Debtors	12	71,046		72,987	
Current asset investments	13	392,782		512,179	
Cash at bank and in hand		<u>149,783</u>		<u>300,191</u>	
		613,611		885,357	
Creditors: amounts falling due within one year	14	<u>(48,039)</u>		<u>(89,608)</u>	
Net current assets			565,572		795,749
Net assets	17		<u>634,384</u>		<u>848,276</u>
The funds of the charity:					
Restricted income funds	19		14,017		1,594
Unrestricted income funds:	18				
Tangible Fixed assets			67,608		51,323
Designated funds			360,224		494,000
General funds			<u>192,535</u>		<u>301,359</u>
Total charity funds			<u>634,384</u>		<u>848,276</u>

The notes on pages 18-28 form part of these financial statements.

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the board on 23/9/2024 and signed on its behalf by



Charles Lowe - Chair of Age UK Ealing

Company number: 04666730

Age UK Ealing
(A Company limited by guarantee)

Cashflow Statement
For the year ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities:		
Net incoming/(outgoing) resources for the year	(213,891)	675,208
Interest receivable	(21,351)	(5,590)
(Gains)/Losses on investments	-	29
Depreciation and impairment	15,383	6,724
Decrease/(Increase) in debtors	1,940	(42,307)
Increase/(Decrease) in creditors	(41,568)	23,880
Net cash provided by/(used in) operating activities	(259,487)	657,944
Cash flows from investing activities:		
Dividends and interest from investments	21,351	5,590
Purchase of property, plant and equipment	(33,668)	(33,900)
Purchase of investments	119,396	(512,179)
Net cash provided by/(used in) investing activities	109,079	(540,489)
Change in cash and cash equivalents in the reporting period	(150,408)	117,455
Cash and cash equivalents at the beginning of the reporting period	300,191	182,736
Cash and cash equivalents at the end of the reporting period	149,783	300,191

Notes to the financial statements For the year ended 31 March 2024

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements of the charity, 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 financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Companies Act 2006. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the financial statements.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

1.2. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. The Tangible Fixed Asset Fund represents unrestricted funds invested in Tangible Fixed Assets. Designated funds are unrestricted funds that have been set aside by Trustees to be used for a particular purpose.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets the criteria is charged to the fund together with a fair allocation of management and support costs.

1.3. Income Recognition

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be guaranteed with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

Gifts donated for resale are included as incoming resources within activities for generating funds when they are sold.

Income from investments is included in the year in which it is receivable.

Legacies are included when the charity is advised by the personal representative or an estate that payment will be made, or property transferred and the amount involved can be quantified.

Notes to the financial statements For the year ended 31 March 2024

1.4. Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

1.5. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost or valuation less residual value of each asset over its expected useful life as follows:

Plant and machinery	15% per annum reducing balance basis
Motor Vehicles	20% per annum reducing balance basis
Fixtures, fittings and equipment	25% per annum reducing balance basis

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use or the related assets in those activities.

1.6. Investments

Fixed asset investments are listed investments stated at market value. Realised surpluses or deficits on disposals are credited to or charged against the Statement of Financial Activities. Unrealised surpluses or deficits on revaluation are credited or charged against the Statement of Financial Activities.

Current asset investments are a portfolio of cash deposit accounts. They are stated at cost. Interest is receivable when the deposits mature.

1.7. Defined contribution pension schemes

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.8. Leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the Statement of Financial Activities on a straight line basis.

1.9. Going Concern

Trustees have assessed whether the charity is a going concern including looking forward 12 months into the future. Trustees have concluded that the charity remains a going concern and have prepared the accounts on that basis.

Notes to the financial statements

For the year ended 31 March 2024

2. Donations and legacies

	Unrestricted funds	Restricted funds	2024 Total	2023 Total
	£	£	£	£
Donations and gift aid donations	18,481	-	18,481	15,628
Membership	928	-	928	480
The 29th May 1961 Charitable Trust	-	-	-	3,000
The National Lottery – Jubilee Big Lunch	-	-	-	7,297
AGE UK National	20,605	-	20,605	10,000
AGE UK London	3,616	-	3,616	-
Total donations	43,630	-	43,630	36,405
Legacies	-	-	-	786,705
	43,630	-	43,630	823,110

Prior year comparative

	Unrestricted funds	Restricted funds	2023 Total
	£	£	£
Donations and gift aid donations	15,579	49	15,628
Membership	480	-	480
The 29th May 1961 Charitable Trust	3,000	-	3,000
The National Lottery – Jubilee Big Lunch	-	7,297	7,297
AGE UK National	10,000	-	10,000
Total donations	29,059	7,346	36,405
Legacies	786,705	-	786,705
	815,764	7,346	823,110

Notes to the financial statements For the year ended 31 March 2024

3. Charitable activities

	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Other Grants	7,882	-	7,882	2,169
The Clothworkers Foundation	-	15,000	15,000	-
City Bridge Trust	-	24,900	24,900	53,909
Ealing Council - Befriending	-	7,837	7,837	-
Ealing Council - Information & Advice	-	114,348	114,348	115,188
Ealing Council – Winter Pressures funding	-	4,250	4,250	12,750
Ealing Council – Digital inclusion	-	2,473	2,473	975
The National Lottery- community funds	-	106,270	106,270	98,095
The Mercers Company	-	33,267	33,267	20,000
Emmanuel Hospital Fund	-	7,722	7,722	10,625
Age UK National – Cost of Living Response Fund	-	23,876	23,876	4,207
A2 Dominion	-	-	-	8,000
Garfield Weston Foundation	20,000	-	20,000	-
The Henry Smith Charity	-	60,000	60,000	30,000
Day Centre services	58,935	-	58,935	46,350
Pathways	-	-	-	9,797
	86,817	399,943	486,760	412,065

Prior year comparative

	Unrestricted funds £	Restricted funds £	2023 Total £
Other Grants	-	2,169	2,169
City Bridge Trust	-	53,909	53,909
Ealing Council - Information & Advice	-	115,188	115,188
Ealing Council – Winter Pressures funding	-	12,750	12,750
Ealing Council – Digital inclusion	-	975	975
The National Lottery- community funds	-	98,095	98,095
The Mercers Company	-	20,000	20,000
Emmanuel Hospital Fund	-	10,625	10,625
Response Fund	-	4,207	4,207
A2 Dominion	-	8,000	8,000
The Henry Smith Charity	-	30,000	30,000
Day Centre services	46,350	-	46,350
Pathways	-	9,797	9,797
	46,350	365,715	412,065

Notes to the financial statements For the year ended 31 March 2024

4. Other trading activities

	2024 Total £	2023 Total £
Other Trading Activities	125,125	84,780

5. Investment Income

	2024 Total £	2023 Total £
Bank Interest	21,351	5,590

6. Cost of Charitable Activities

	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
All Age UK Activities				
Staff costs	288,995	324,383	613,378	435,047
Other staff & volunteer costs	11,277	7,048	18,325	20,922
Premises	61,167	5,356	66,523	55,127
Insurance	15,086	4,812	19,898	12,106
Travelling & subsistence	1,344	36	1,380	1,620
Professional costs	39,773	6,983	46,756	42,785
Cost of trustees' meeting	122	-	122	12
Office	51,969	15,853	67,822	55,585
Depreciation	12,642	2,741	15,383	6,724
Other costs	16,451	3,204	19,655	4,032
Catering Materials	19,412	2,104	21,516	16,348
Total	518,238	372,520	890,758	650,308

Notes to the financial statements For the year ended 31 March 2024

Prior year comparative

	Unrestricted funds £	Restricted funds £	2023 Total £
All Age UK Activities			
Staff costs	173,607	261,440	435,047
Other staff & volunteer costs	8,223	12,699	20,922
Premises	30,255	24,872	55,127
Insurance	10,441	1,665	12,106
Travelling & subsistence	1,073	547	1,620
Professional costs	26,901	15,884	42,785
Cost of trustees' meeting	12	-	12
Office	12,593	42,992	55,585
Depreciation	879	5,845	6,724
Other costs	2,944	1,088	4,032
Catering Materials	11,913	4,435	16,348
Total	278,841	371,467	650,308

7. Staff costs

	2024 Total £	2023 Total £
Staff Costs		
Wages and salaries	542,342	383,299
Social Security costs	39,870	28,263
Pension costs	31,166	23,485
	613,378	435,047

One employee received emoluments of more than £60,000 (2023: Nil).

No trustees have received any remuneration, benefits or expenses from the charity (2023: Nil)

The charity's key management personnel comprise the senior management team and the Trustees. Their total remuneration for the year was £223,000 (2023: £166,565).

Number of employees

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

	2024 Numbers	2023 Numbers
Core/GCC	6	5
Advice and Information	6	4
Day Services	2	2
Befriending Services	3	3
Digital inclusion	2	2
Gardening Service	4	1
Marketing, Communication & Fundraising	1	1
	24	18

Notes to the financial statements For the year ended 31 March 2024

8. Pension Costs

The charitable company operates a defined contribution pension scheme in respect of the employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the charitable company and was as follows:

	2024 £	2023 £
Pension Charge	31,166	23,485

9. Taxation

The charity's activities fall within the exemptions afforded by the provisions of Section 478 of the Corporation Tax Act 2010. Accordingly, there is no taxation charge in these financial statements.

10. Tangible Fixed Assets

	Plant and Machinery £	Motor Vehicles £	Fixtures, Fittings and Equipment £	Total £
Cost				
As at 1 April 2023	9,120	22,200	107,590	138,910
Additions	-	29,400	2,268	31,668
At 31 March 2024	9,120	51,600	109,858	170,578
Accumulated Depreciation				
As at 1 April 2023	8,035	367	79,185	87,587
Charge for the year	163	7,552	7,668	15,383
At 31 March 2024	8,198	7,919	86,853	102,970
Net Book Value 31 March 2024	922	43,681	23,005	67,608
Net Book Value 31 March 2023	1,085	21,833	28,405	51,323

Notes to the financial statements For the year ended 31 March 2024

11. Fixed Asset Investments

	2024 Total £	2023 Total £
Valuation		
At 1 April 2023	1,204	1,233
Revaluation	-	(29)
At 31 March 2024	1,204	1,204

Listed investments are shares in Barclays Plc transferred from Age Concern Acton on 31 January 2004.

Originally these were shares in Woolwich Building Society received when the company became public, therefore the historic cost is nil.

12. Debtors

	2024 £	2023 £
Other debtors	56,782	58,577
Prepayments and accrued income	14,264	14,410
	71,046	72,987

13. Current asset investments

Current asset investments comprise cash deposit accounts invested via the CAF Charity Deposit Platform managed by Flagstone Investment Management. All the deposit accounts mature within 12 months of the balance sheet date.

14. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	15,304	10,453
Other taxes and social security	16,610	8,662
Accruals	16,125	28,159
Deferred income	-	42,334
	48,039	89,608

Deferred income

	2024 £	2023 £
Balance at 1 April 2023	42,334	31,916
Amount released to incoming resources	(42,334)	(31,916)
Amount deferred in the year	-	42,334
Balance at 31 March 2024	-	42,334

Notes to the financial statements For the year ended 31 March 2024

15. Financial Commitments

	2024 £	2023 £
Land & Buildings		
Expiry date:		
In less than one year	30,587	20,833
In 2-5 years	122,350	-
	<u>152,937</u>	<u>20,833</u>

16. Related Party Transactions

There were no related party transactions during the year (2023 none).

17. Analysis of net assets between funds

	Restricted Funds	Tangible Fixed Assets	Unrestricted Designated Funds	Unrestricted General Funds	Total Funds
	£	£	£	£	2024 £
Tangible Fixed Assets	-	67,608	-	-	67,608
Fixed Investments	-	-	-	1,204	1,204
Current assets	14,017	-	360,224	239,370	613,611
Current liabilities	-	-	-	(48,039)	(48,039)
	<u>14,017</u>	<u>67,608</u>	<u>360,224</u>	<u>192,535</u>	<u>634,384</u>

18. Unrestricted funds

	At 1 April 2023	Incoming resources	Outgoing resources	Transfers	At 31 March 2024
	£	£	£	£	£
Tangible fixed assets fund	51,323	31,668	(15,383)	-	67,608
Designated funds					
Greenford Community Centre	84,500	-	-	(3,150)	81,350
Greenford Community Centre - Dilapidations Work	9,500	-	-	3,150	12,650
Digital Inclusion Project	200,000	2,750	(58,742)	-	144,008
Gardening Service	200,000	20,955	(84,339)	(14,400)	122,216
	<u>494,000</u>	<u>23,705</u>	<u>(143,081)</u>	<u>(14,400)</u>	<u>360,224</u>
Unrestricted funds	301,359	221,550	(359,774)	29,400	192,535
	<u>846,682</u>	<u>276,923</u>	<u>(518,238)</u>	<u>15,000</u>	<u>620,367</u>

Notes to the financial statements For the year ended 31 March 2024

Designated funds

The Greenford Community Centre funds are amounts set aside to cover expected redecoration and similar costs.

The new designated funds have been funded from the legacy income received in the year and are the expected costs of establishing the Digital Inclusion Project and the Gardening Service in the next 2 years by which time it is forecast that they will generate sufficient income to become sustainable.

19. Restricted funds

	At 1 April 2023	Incoming resources	Outgoing resources	Transfers	At 31 March 2024
	£	£	£	£	£
City Bridge Trust	-	24,900	(24,900)	-	-
Ealing Council - Befriending	-	7,837	(7,837)	-	-
Ealing Council - Information & Advice	-	114,348	(114,348)	-	-
Ealing Council – Winter Pressures	-	4,250	(4,250)	-	-
Ealing Council – Digital inclusion	975	2,473	(3,448)	-	-
The National Lottery- community funds	-	106,270	(98,092)	-	8,178
The Mercers Company	-	33,267	(27,428)	-	5,839
Emmanuel Hospital Fund	-	7,722	(7,722)	-	-
Age UK National – Cost of Living	-	23,876	(23,876)	-	-
The Henry Smith Charity	-	60,000	(60,000)	-	-
The Clothworkers Foundation	-	15,000	-	(15,000)	-
Other Grants and donations	619	-	(619)	-	-
	1,594	399,943	(372,520)	(15,000)	14,017

Notes to the financial statements For the year ended 31 March 2024

20. Comparative Statement of Financial Activity for the year ended 31 March 2023

	Unrestricted funds £	Restricted funds £	2023 Total £
Income from:			
Donations and legacies	815,764	7,346	823,110
Charitable activities	46,350	365,715	412,065
Other trading activities	84,780	-	84,780
Investment Income	5,590	-	5,590
Total income	952,484	373,061	1,325,545
Expenditure on			
Charitable activities	278,841	371,467	650,308
Total expenditure	278,841	371,467	650,308
Gains/ (losses) on investments	(29)	-	(29)
NET INCOME/(EXPENDITURE)	673,614	1,594	675,208
Gross transfers between funds	-	-	-
NET MOVEMENT IN FUNDS	673,614	1,594	675,208
Reconciliation of Funds:			
Total Funds brought forward	173,068	-	173,068
Total funds carried forward	846,682	1,594	848,276