

# **AGE** Mole Valley *Concern*

**Improving the lives of older people**

**Making later life a fulfilling and enjoyable experience**



## **ANNUAL REPORT**

**2020-2021**

**Registered Charity No 1111678  
Registered Company No 5409543**

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## LEGAL & ADMINISTRATION

**Registered Charity Number: 1111678**  
(England and Wales)

**Registered Company Number: 5409543**  
(England and Wales)

**Registered Address**

The Point, Mayflower Centre, Lyons Court, Dorking, Surrey RH4 1AB

**Executive Committee**

Chair	Sally Dubery
Trustee	Pat Clare
Trustee	Elaine Machin
Trustee	Dennis Wickham

All members of the Executive Committee are Trustees and Volunteers, and we thank you for your support.

**Staff**

Chief Executive Officer	Sonia Hubbard
Information & Signposting Officer	Julia Gallagher
Volunteer Coordinator	Andrea Kelley
Administrative Assistant	June Mills

**Bankers**

H S B C, 18 North Street, Leatherhead, Surrey KT22 7AR

**Independent Examiner**

Andrew Wheeler, Taxesense Accountants, 203 West Street, Fareham, Hants PO16 0EN

## **REPORT OF THE TRUSTEES FOR THE 12 MONTHS TO 31 MARCH 2021**

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2021.

The Trustees have adopted the provisions of the Statement of Recommended Practice known as FRS 102 (SORP) introduced in January 2015.

### **Structure, Governance and Management**

The company is registered as a charitable company limited by guarantee and was set up by Memorandum and Articles of Association. Age Concern Mole Valley is run by an Executive Committee of Trustees. The Committee meets every 2 months.

The charity has a strategic business plan for 2016-22 in place, which underpins the direction taken. However, the vision and mission of the charity and taking into account the many challenges and opportunities, means the charity also needs to be flexible and ready to respond to environmental changes.

The following report covers the many areas that were agreed in 2015 in light of the strategic business plan, 2016-22.

### **Vision and Mission**

The vision of Age Concern Mole Valley is all encompassing and clear, 'Improving the lives of older people' and the mission is 'Making later life a fulfilling and enjoyable experience'. These both underpin all that the charity aims to accomplish in the future.

Age Concern Mole Valley will continue to support older people over 50, but will focus service delivery on people who have reached the statutory pension age and above.

### **Values and Strategic Aims**

The strategic Business Plan 2016-22 was put in place in April 2016 and the key aims of focus that emerged and underpin the charity's direction are as follows:

- **Reduce loneliness and isolation in Mole Valley for older people**
- **Improve the health and wellbeing of older people**
- **Make greater connection with the local community**
- **Provide an accessible Information & Advice Service for older peoples' needs**
- **Increase awareness of Age Concern Mole Valley's services**



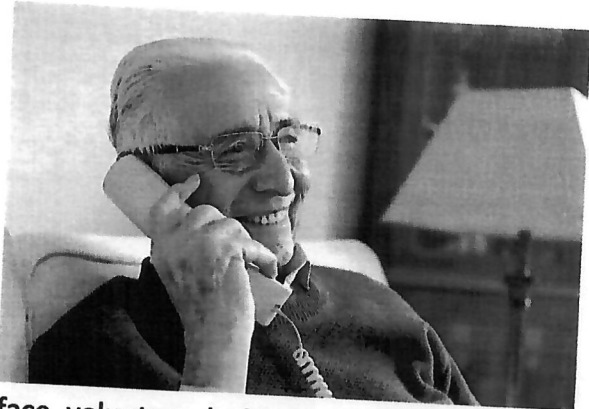
- **Increase partnership working**
- **Build a fundraising programme, supporting the provision of services and providing long term stability to ACMV**

Each of these key aims has underlying objectives and outcomes, so that Age Concern Mole Valley can focus on achieving its vision of 'improving the lives of older people' and its mission of 'Making later life a fulfilling and enjoyable experience'.

## Activities

In March/April 2020 the Coronavirus pandemic became a reality and Age Concern Mole Valley's staff moved quickly and we ceased all face-to-face services. After following the government guidance a complete risk analysis was conducted and it was agreed that 3 staff would work from home with 2 mobile work phones/laptops, one for Andrea Kelley to support Volunteering and one for Julia Gallagher to support Information and Signposting. The main office was closed to the public and June Mills our Administrative Assistant covered a help and Information & Signposting line from 9.00-12.00 pm (Mon-Fri) and then the other 2 mobiles were in place for support in the afternoons. We had an email helpline in place as well. The charity's information technology systems are cloud based, so all staff could access these and work from home accordingly. Meetings were mainly held virtually throughout the year by staff, volunteers and trustees.

The charity has continued to be very active throughout the year, despite the pandemic.



The charity has continued to provide the Age Concern Mole Valley 'Local Community Support Programme', which encompasses, Information & Signposting and now Telephone Befriending, unfortunately, home visiting and social events were put on hold following government guidance. We reengineered our services, so that we could continue to support our elderly clients by telephone to offer reassurance and to check on their welfare. Many of our normally face-to-face volunteer befrienders became telephone befrienders to help our clients through the challenging times of the pandemic.

In relation to the **Telephone Befriending service**, all staff worked hard to set this emerging service up to support our elderly clients. Andrea Kelley our Volunteer Coordinator had virtual meetings with new volunteers and conducted a thorough induction/recruitment process. We have recruited new 'Telephone Befrienders' with the view that they will eventually visit the client, when they are able. All our Befriending guidelines/promotional materials have been modified to fit Telephone Befriending.

Julia Gallagher, our Information & Signposting Officer has continued to support clients. The initial home visit was on hold, but via a telephone call she has identified the specific needs of the individual, with Information & Signposting to services that can help improve day-to-day circumstances, e.g., Covid home shopping services. We aim to support people to be able to live independently and decide on the services they want to employ but also to encourage community engagement. Once we have met those initial needs of the person, we will move onto telephone befriending. The Befriending and Telephone Befriending project is around addressing loneliness and isolation by organising a volunteer to regularly telephone/visit the

older person on a weekly basis to provide a listening ear. Our Volunteer Coordinator, Andrea facilitates the valuable match-making process with the volunteer and the client, as this service's journey develops.

**Information & Signposting Service** – June Mills our Administrative Assistant has continued to give help and guidance from our office on a wide range of issues to older people living in the Mole Valley area, and to members of their families, plus the general public. The charity has remained in close contact with Age UK nationally and we are pleased to remain formally as a "friend". We have a strong supportive relationship with Age Concern Epsom & Ewell, Age Concern Banstead and Age Concern Merstham, Redhill & Reigate. We also retain close relations with other local charities, which provide for the needs of older people, and are grateful to Central Surrey Voluntary Action for their continued support regarding volunteer recruitment.

The charity's **Information Technology (IT)/Computer Training sessions** did stop in March 2020. However, we offered a remote IT service via the telephone throughout the year. Many of our IT Volunteers called 'learners' from previous training sessions to determine if they needed any IT support at home.

**Information Technology (IT)/Computer Drop in Leatherhead** was put on hold as the Fairfield Centre in Leatherhead closed from March 2020.

**Events/Tai Chi Class** – all events and Tai Chi classes were postponed throughout this year due to government guidance regarding face-to-face activities.

**Governance** – over this period the CEO has continued to review the many policies and procedures required to manage the charity legally, safely and effectively. Also, various risk analyses have been key to the development of services throughout this period. The Charity's Trustees have met on Zoom over these 12 months.

**Information Technology (IT) Developments** – over this period we have continued to develop our cloud-based database system 'Charitylog', which enables staff to work from 'the cloud', on every aspect of our operational activities from any location that has Wi-Fi. This was also a year where the move to Office 365 in the previous year was fully appreciated with the move for most staff to home working.

We have also continued to develop our website: [www.ageconcernmolevalley.org.uk](http://www.ageconcernmolevalley.org.uk).

**Partnership working** – we have continued to attend various partnership meetings over this period via Zoom/Teams and attend informative events/conferences to remain knowledgeable regarding the development and environmental factors affecting older people.

**In relation to these activities and developments over the last year, the following section gives details of what the charity has achieved in a very challenging year.**

### **Achievements and Performance – 2020 to 2021**

In March 2020 when the country went into lock down, we as a charity reengineered, the services we offered and developed new services too, so that we could offer these through the challenging times of the pandemic, and still aim to 'improve the lives of older people'.

With the Coronavirus pandemic, the following were still our key strategic focus over this period for Age Concern Mole Valley, along with the Business Plan's objectives:

- **Reduce loneliness and isolation in Mole Valley for older people**
- **Improve the health and wellbeing of older people**
- **Make greater connection with the local community**
- **Provide an accessible Information & Signposting Service for older peoples' needs**
- **Increase awareness of Age Concern Mole Valley's services**
- **Increase partnership working**
- **Build a fundraising programme, supporting the provision of services and providing long term stability to ACMV**

In this difficult financial year Age Concern Mole Valley has supported older people with over 5000 activities and continued to develop core projects, such as, the Befriending and Visiting Service into a Telephone Befriending service and then we expanded the Information & Signposting Service, adding over 100 new local groups/initiatives that had evolved due to Covid 19. We developed the Computer Courses into a Remote Information Technology Telephone Service. The following services were put on hold due to face-to-face restrictions: Will Writing, Tai Chi and Events. The staff team were amazing calling all of our befriending clients to make sure they were ok and that they were happy to move to telephone befriending.

Here are some of the key achievements in such a challenging year.

**The Age Concern Mole Valley 'Local Community Support Programme'** encompasses in normal times: home visiting, information & signposting, befriending and social events, which are broken down as follows:

**The Information and Signposting Service** has continued to develop extensively over this period, with Julia Gallagher our Information & Signposting Officer and June Mills our Administrative Assistant. In 2015/16 we noted over 450 enquiries covering various themes, from computer courses, befriending to needing gardening and home support and in 2019/20 we noted over 600 general enquiries. Each year we continue to see growth, this year we have added and updated many organisations/coronavirus initiatives and the service has noted over 850 activities, including over 500 individual enquiries, most of which will often be signposting to more than one service, as we like to give people choice. The development and updating of this invaluable resource is always an ongoing action.

The **Befriending/Telephone Befriending Service** is part of our 'Local Community Support Programme', which continues to be a vital contribution to reducing loneliness and isolation, one of our key aims. This is a growing problem among the older population in Mole Valley and has been identified as such, by Mole Valley District Council and Age UK nationally. This service is all about reducing loneliness and isolation, increasing community cohesion with local communities coming together, plus improving the health and wellbeing of the older person and in some cases the volunteer. The aim is to enable, the older person to regain social and interpersonal skills which may have become less due to the loss of a loved one, friends, or a close relative moving out of the area.



In mid-March 2020, with the onset of the Coronavirus we started to develop our face-to-face Befriending Service to that of a Telephone Befriending Service. Initially we called over 60 clients to explain the development of our service and how many of our face-to-face volunteer befrienders would become telephone befrienders to help our clients through these unprecedented times. We would not have been able to assist our clients without our dedicated staff and volunteers. These telephone calls were a lifeline for many of our clients.

The difference we continue to make is one of reducing social isolation and loneliness. The older people we support were self-isolating in their home and unfortunately face-to-face visits were not an option for most of the year. Therefore, a regular telephone chat from their telephone befriender did help reduce that isolation. The volunteer also signposted back to Age Concern Mole Valley, if there were other needs and requirements that may not be noticed by any other members of the community at this time of isolation. We supported 'new' older people to the Telephone Befriending service and helped with Information & Signposting to local organisations that emerged since the Coronavirus. Here are some examples from both the client and the volunteer of how this vital service 'improves older peoples' lives':

*"I've been seeing Kate for a couple of years. It's made such a difference to me and is a really important part of my life now. I always look forward to our meetings and feel better after I've seen her. Living here on my own I sometimes feel isolated, especially since the Coronavirus crisis. ... Kate has become a proper friend now, it's like we've known each other for ever. She comes over for a coffee on her lunch break once a week and we usually speak on the phone for around an hour on a Sunday afternoon as well. Obviously while the crisis is still on, she can't come to visit, which has been difficult as I miss seeing her, but we still chat on the phone and there's always lots to talk about."*



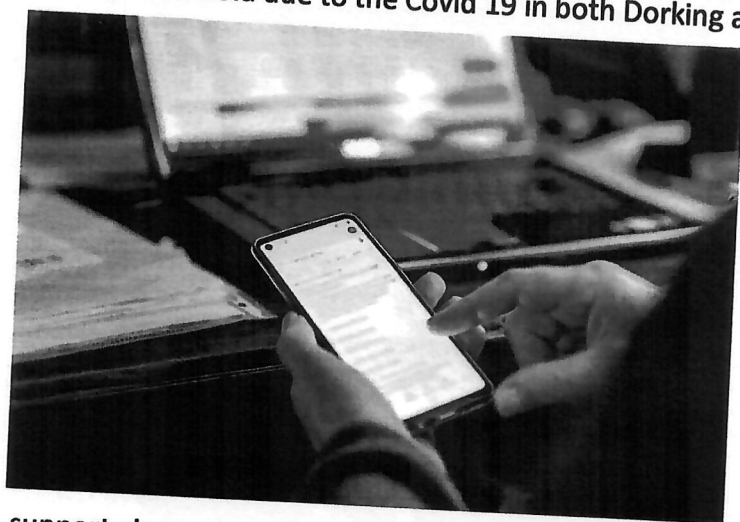
*"Having someone to talk to has really helped me cope with the loneliness ... I don't know what I'd do without her now. In fact all the people at Age Concern Mole Valley have done a grand job."*

*"We have lovely long chats about all and everything. We have a giggle too as we both share a sense of humour. So, all in all, a positive start."*

*"I thought the induction training was really comprehensive and extremely useful, I feel the volunteers and clients are in safe hands with ACMV"*

Over this time period we had 15 new volunteer befrienders/telephone befrienders, making a total of 70, a 26% increase on the previous year. These volunteers provide an invaluable service to lonely and isolated older people. This is highly appreciated by Age Concern Mole Valley and the person they are visiting.

**Information Technology (IT)/Telephone training/support** - the IT training face-to-face sessions were put on hold due to the Covid 19 in both Dorking and Leatherhead.



The sessions are for people over 50 years old. During this period, we have supported previous 'learners' over the telephone. We had over 200 'learners' that have attended previous courses. Some of our 13 IT Volunteers were happy to call these 'learners' to establish if we could offer further support with their IT learning and any other Information & Signposting needs. We did make contact with many learners and the IT remote support given was successful. Here is some feedback from a 'learner' regarding what they have gained and how they will use what they have learnt from the support given by Age Concern.

*"I am really happy that I can join prayer meetings and services via Zoom now, the IT volunteer that called me was so patient with me. I want to thank you from the bottom of my heart for all the help and support you have given me. I can't set meetings up myself yet but being able to attend prayer meetings is really important to me."*

*"One of our IT learners wanted me to send you her very best wishes and "many thanks because she's able to do so many things that she couldn't before and she's really enjoying herself using her iPad."*

**Volunteers – Volunteers' Week**, over this period we have had a total of 86 volunteers and sadly this year we have not been able to hold celebratory events to thank them for their commitment



70 Volunteer Befrienders over this period. We had 13 volunteers that helped deliver our Information Technology related learning support. Age Concern Mole Valley is extremely grateful for the unstinting efforts of all its volunteers who are involved in service provision, and they are highly valued for their support. Without our volunteers we would not be able to achieve our aims and objectives and 'Improve the lives of older people' in Mole Valley.

**General Data Protection Regulation (GDPR)** – over this period we continued to have this as an area of focus at each Executive Committee meeting.

**Funding Applications** - in 2020/21 one area of focus by the CEO was to secure funding contributions to support the charity and we want to give thanks for that support as follows:

Funded by



**Community  
Foundation  
for Surrey**

**Community Foundation for Surrey** – we thank the CFS for their ongoing support and the hard work, they do on behalf of the voluntary and community sector in Surrey. We had a £5,000 grant towards support for the charity in relation to Covid 19. A £15,000 grant went towards our Local Community Support

Programme. The needs of many of the older people that Age Concern Mole Valley supports will relate to reducing their loneliness and isolation in the community, with the added outcome of improved health and wellbeing. The Age Concern Mole Valley 'Local Community Support Programme' encompasses home visiting, information & signposting, Telephone Befriending and Befriending.



**Garfield Weston  
FOUNDATION**

**Garfield Weston Foundation** – this £7,500 grant went towards all the charities running costs and services, particularly our 'Local Community Support Programme'. The Garfield Weston Foundation supports small community groups, to large national institutions, the Foundation's aim is to support organisations that have effective solutions to helping those most in need. Thank you for your contribution and continuing support.

**The Henry Smith Foundation** – this £10,000 grant went towards all of the charity's running costs and services, particularly our 'Local Community Support Programme'. Henry Smith aims to use their resources to help people and communities at a time of need and to bring about positive change. We thank you for your contribution.



The National Lottery Community Fund



**The Coronavirus Community Support Fund** – this £15,000 grant went towards all of the charity's running costs and services, particularly our 'Local Community Support Programme' throughout the pandemic. We thank you for your support.



**Surrey County Council** – this £10,000 grant went towards supporting all of the charity's running costs and services through this year of the Coronavirus pandemic. We also had support from Hazel Watson, one of our local county councillors with a £1,000 contribution towards new laptops from her Members' Community Allowance. We thank you for your contribution.



**Mole Valley District Council** – this £5,000 grant went towards all of the charity's running costs and services, particularly our 'Local Community Support Programme'. We thank you for your contribution.

## **— SHANLY — FOUNDATION**

**Shanly Foundation** - this £2,000 grant went towards the charity's Befriending service; we thank you for your contribution.



**The Edward Gostling Foundation**  
Enhancing Quality of Life for People in Need

**The Edward Gostling Foundation** – this £5,000 grant went towards all of the charity's running costs and services, particularly our 'Local Community Support Programme'. We thank you for your contribution.

## **THE CHILDWICK TRUST**

**The Childwick Trust** – this £5,000 grant went towards all of the charity's running costs and services, particularly our 'Local Community Support Programme'. We thank you for your contribution.





EMBRACING  
INCLUSION

**Unum a local supportive company** - contributed £500 to the charity, which was used towards our community services through our Telephone Befriending.



The Sir Jules Thorn  
CHARITABLE TRUST

The Sir Jules Thorn Charitable trust kindly gave a £1000 donation to Age Concern Mole Valley, and we thank them for their contribution.

**ExxonMobil** – has kindly made a **£500** donation towards our community services and we thank them for their continued support.

**Age UK** nationally – this £250 grant was used towards the purchase of 2 new laptops for staff and we thank them for their contribution.

The future has many challenges for charities such as, Age Concern Mole Valley. The main area of focus will be a sustainable fundraising programme for the future and also the recruitment of more volunteers to support all that we deliver. The re-opening of face-to-face services is the main priority as we enter the next phase of the coronavirus pandemic in April 2021.

## The Future

Age Concern Mole Valley will continue to develop and build on the invaluable work it has achieved in previous years. Our vision is to 'improve the lives of older people', and as we end this financial year and go into the next, we face the challenge of resuming face-to-face services safely. Older people are some of the hardest hit and as we come out of this pandemic, we will not change our key aims which underpin all our future plans to continue our invaluable services:

- Reduce loneliness and isolation in Mole Valley for older people
- Improve the health and wellbeing of older people
- Make greater connection with the local community
- Provide an accessible Information & Signposting Service for older peoples' needs
- Increase awareness of Age Concern Mole Valley's services
- Increase partnership working
- Build a fundraising programme, supporting the provision of services and providing long term stability to ACMV

Coronavirus has in the short term changed how we delivered our services in this last year, as face-to-face was in the main, restricted. We have followed government guidance throughout the pandemic regarding the delivery of our services, creating guidance for our staff, volunteers and clients to ensure their safety.

In February 2021 the Government set out its roadmap, a step-by-step plan to ease restrictions in England cautiously. Since February, the roadmap has guided our approach to how we will ease restrictions and we have created our own 'Road Map' for opening up services.



We will continue to develop and open-up the Age Concern Mole Valley 'Local Community Support Programme' which encompasses home visiting, a level of information & signposting, befriending and social events. The programme is ongoing, it aims to reduce social isolation and prolong independence and reduce demand on social care and health services. The **Befriending part of the programme** – will return to face-to-face. There will be refinements

to the service in relation to the Coronavirus and taking into account government guidance. We will continue to support our elderly clients by telephone to offer reassurance and to check on their welfare. In May 2021 we will return to the initial face-to-face home visits. It has been agreed that we then need to revisit both our clients and volunteers to assess their personal choices and the management of risk. We see the need to be flexible and person-centred as every volunteer and client and their particular circumstances will be different. With this in mind we have put together a Covid 19 risk analysis framework for both clients and volunteers. Then staff will ask each client/volunteer key questions, so that a risk analysis can be completed.

The Volunteer will need to wait until the client risk analysis has been completed to see if the client wants to return to face-to-face visiting, then we will move onto the volunteer risk analysis. It will have to work for both parties, as it is a personal choice and individual risk. For example, questions regarding mask wearing, social distancing and preferences regarding vaccinations. This will be a large piece of work but essential to understand peoples' choices after the pandemic. Covid 19 has developed our approach across all services, and we will be asking important questions on people's preferences going forward into the next financial year.

In relation to **General Data Protection Regulation (GDPR)**, the charity will continue to review processes throughout the year.



**Information and Signposting** – this will continue to be a huge area of development and updating in 2021/22 with the number of new organisations we added throughout the Coronavirus pandemic. This will be essential, so that we can signpost people to local services as they emerge and develop. We will continue to build on the current service, revisiting contacts and double checking our information, so that we provide a useful information portal for those looking for services to support older

people.

**Information Technology (IT)/Digital Learning Sessions** – the valuable IT/Digital Learning sessions will start again later in 2021 in both Leatherhead and Dorking. We will use a similar approach as with the Befriending Service, person-centred as every volunteer and learner will have their own preferences regarding their learning approach. With this in mind we will put together a Covid 19 risk analysis framework for both learners and volunteers.

**Partnership Working** – we will join a network of local organisations that support older people across Mole Valley, facilitated by Mole Valley District Council.

**Corporate Relationships** – we plan to continue to work with **ExxonMobil**, Leatherhead and **Unum** in Dorking regarding their Employee Volunteering schemes and how we can work in partnership in the future.

**Will Writing** – in relation to the Coronavirus we will monitor government guidance and look to continue this valuable service and work in partnership with **Meaby & Co Solicitors** in early 2021/22. We thank Esther Janalli-Brown, solicitor at Meaby & Co for her continued support.

**Future Fundraising** – in relation to financial resources, this will continue as a focus for the forthcoming year, through continued fundraising, to restore the charity's reserves.

It has been a memorable and eventful year, and now we go forward opening up our face-to-face services with a 'vigilant approach. A huge 'thank you' to the staff team, Andrea, Julia and June for all their hard work this year. Our vision 'improving the lives of older people' is as always central to all that we deliver and will develop in the future, despite the Coronavirus.

**Sonia Hubbard, Chief Executive Officer**

## **Message from the Chairman**

The Voluntary, Community and Faith Sector make a huge contribution to the lives of people in Mole Valley, providing a range of services and support to the community. Age Concern Mole Valley will continue to provide and build on its invaluable support services to older people, so in turn their service delivery will impact and make a difference to the community in Mole Valley, and 'improving the lives of older people'. In 2020, the voluntary sector played a huge role in supporting local residents through the Coronavirus pandemic with shopping, prescription collection etc. and regular telephone calls to isolated older people to ensure that they had communication with the outside world, especially through the various lockdowns.

It has been a difficult year for us all and as a charity we continued to be very active throughout the pandemic. I would like to thank all my Trustee colleagues and all our wonderful volunteers for their support of our isolated clients, plus Sonia Hubbard (CEO) and the staff team for their continued hard work in support of the charity and their strong commitment to our vision through what were 'unprecedented times'.

**Sally Dubery**  
**Chairman**

## Financial Review

**Income** for the period totaled £116,468, including several grants from charitable trusts and foundations, together with donations from individuals and local organisations.

**Expenditure** was maintained at a slightly lower level to the previous year £83,982, due to a reduction in office space and reduced service delivery costs due to Covid 19.

This results in an overall surplus of £32,486.

At the end of the year, the charity has reserves of £30,000, which is 3 months running costs and the charity's reserves policy.

### Reserves Policy and Risk Management

The Trustees have carefully considered the forecast of income and expenditure for the year 2018/19 and have concluded that it is appropriate to utilise the reserves in maintaining the resources available to the organisation to enable it to continue its activities in key areas.

### Trustees' Responsibilities in relation to the Financial Statements

Charity law requires the Trustees to prepare financial statements that give a true and fair view of the state of affairs of the charity at the end of each financial year and of its surplus or deficit for the financial year. In doing so, the Trustees are required to:

- Select suitable accounting policies and apply them consistently
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

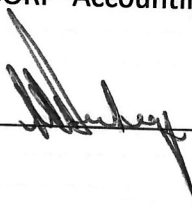
The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the new FRS 102 (SOFA) and the Charities Act 2011.

The Trustees are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Reference and Administration

Legal and reference information, which is shown after the contents page, forms part of this report. The financial statements comply with the current statutory requirements, the charity's governing document and the SORP 'Accounting and Reporting by Charities'.

On behalf of the Trustees





Section A

## Independent examiner's report on the accounts

Independent Examiner's Report

Report to the trustees/ members  
of

Age Concern Male Valley

On accounts for the year ended

31st March 2021

Charity no (if any)

1111678

Set out on pages

1 to 4

**Respective responsibilities of the charity's trustees and examiner** The charity's trustees are responsible for the preparation of the accounts under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement** My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement** In connection with my examination, no matter has come to my attention

1 which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Signed:

Date:

17/08/21

Name:

Andrew Wheeler

Relevant professional  
qualification(s) or body (if any):

ACCA

Address:

Taxsense Accountants  
203 West Street  
Fareham  
Hampshire  
PO16 0EN





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Age Concern Mole Valley

1111678

Receipts and payments accounts

For the period from

1/4/2020

To

31/03/2021


CC16a

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Charitable Trusts	113,050	-	-	113,050	29,123
Services provided	946	-	-	946	5,281
Donation & Legacies	2,472	-	-	2,472	6,742
Interest Received		-	-		883
<b>Sub total(Gross income for AR)</b>	<b>116,468</b>	<b>-</b>	<b>-</b>	<b>116,468</b>	<b>42,029</b>
<b>A2 Asset and investment sales, (see table).</b>					
<b>Sub total</b>					
<b>Total receipts</b>	<b>116,468</b>	<b>-</b>	<b>-</b>	<b>116,468</b>	<b>42,029</b>
<b>A3 Payments</b>					
Expenditure on raising funds	1,214	-	-	1,214	844
Expenditure on Charitable Activities	82,768	-	-	82,768	90,543
<b>Sub total</b>	<b>83,982</b>	<b>-</b>	<b>-</b>	<b>83,982</b>	<b>91,387</b>

Categories		Details		Unrestricted funds		Restricted funds		Endowment funds	
				to nearest £		to nearest £		to nearest £	
B1 Cash funds	Cash at bank			60,995					
			<b>Total cash funds</b>		60,995				
(agree balances with receipts and payments account(s))									



B2 Other monetary assets	<div>Details<div></div><div></div></div>	<div>Unrestricted funds<div>to nearest £<div>-</div><div>-</div></div></div>	<div>Restricted funds<div>to nearest £<div>-</div><div>-</div></div></div>	<div>Endowment funds<div>to nearest £<div>-</div><div>-</div></div></div>
B3 Investment assets	<div>Details<div></div><div></div><div></div></div>	<div>Fund to which asset belongs<div></div><div></div><div></div></div>	<div>Cost (optional)<div>-</div><div>-</div><div>-</div></div>	<div>Current value (optional)<div></div><div>-</div><div>-</div></div>
B4 Assets retained for the charity's own use	<div>Details<div>Tangible Assets</div><div></div><div></div></div>	<div>Fund to which asset belongs<div>Unrestricted</div><div></div><div></div></div>	<div>Cost (optional)<div>9423</div><div>-</div></div>	<div>Current value (optional)<div></div><div>-</div><div>-</div></div>
B5 Liabilities	<div>Details<div></div><div></div><div></div></div>	<div>Fund to which liability relates<div></div><div></div><div></div></div>	<div>Amount due (optional)<div></div><div>-</div></div>	<div>When due (optional)<div></div><div></div></div>
Signed by one or two trustees on behalf of all the trustees	<div>Signature<div></div></div>	<div>Print Name<div>Sally Dubery</div></div>	<div>Date of approval<div>9.11.21</div></div>	

# Age Concern Mole Valley

For the Year Ended 31 March 2021

Charity Number 1111678

Note 1 2021 Income and Expenditure Funds  
Income and Endowments

	2021	2020
	£	£
Receipts from Events/Gift Aid/Royalties/Standing Orders	946	5,281
Computer donations	1,250	1,795
General donations	1,222	4,947
Grants	113,050	29,123
Interest received	0	883
<b>Charity income 2021 totals</b>	<b>116,468</b>	<b>42,029</b>
<b>Resources Expended</b>		
<i>Expenditure for raising funds</i>		
Direct fundraising expenses	71	97
Allocation of general overhead expenses	1143	747
<i>Direct Charitable Expenditure</i>		
Visiting and Befriending, Information and Signposting	4,800	10,124
Staff Payroll	74,045	73,008
IT Support/Laptops/Broadband etc.	2,262	3,595
Accountancy fees	594	510
Tai Chi programme	-	2,471
Website/ Marketing development	242	-
Governance	368	334
Sundry Expense	335	501
Depreciation on office equipment	121	-
<b>Total Direct Charitable Expense</b>	<b>83,982</b>	<b>91,387</b>
<b>Surplus for the year to transfer to reserves</b>	<b>32,486</b>	<b>- 49,358</b>

# Age Concern Mole Valley

## Age Concern Mole Valley

### Balance Sheet

As at 31.03.2021

#### Fixed Assets

Tangible assets

Investments

#### Current Assets

Debtor

Cash at bank

#### Current Liability

##### Creditors:

Amounts falling due within one year

PAYE

Accruals

#### Net current assets

#### Total assets less current liabilities

#### Long term loans

#### Net Assets

Designated funds

Unrestricted funds

Restricted funds

#### Total Charity funds

#### Client Approval Certificate

I approve these accounts and confirm that I have made available all relevant records and information for their preparation.

Signed:

Dated: 9.11.21

## **Age Concern Mole Valley**

### **Notes to the Accounts For the year ended 31 March 2021**

#### **Notes to the Financial Statements as at 31 March 2021**

##### **1. Basis of Preparation**

The financial statements have been prepared under the historic cost convention, following the recommendations of the Statement of Recommended Practice known as FRS 102 (SORP) introduced in 2014 covering charities with a year end after January 2015.

##### **2. Accounting Policies**

###### **a) Income**

All income is accounted for on an accrual basis, except for voluntary donations, which are taken into account when received. Grants are recognised in full during the year that they are received. Incoming receipts from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

###### **b) Fixed Assets**

Fixed assets are stated at cost and depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. Computer equipment and office equipment 25% straight line basis. It is the Charity's policy to capitalise fixed assets that are above a de minimis level of £500.

###### **c) Resources expended**

Resources are accounted for on an accruals basis. Expenditure is appointed to cost categories based on the amount attributable during the year, including the cost of generating funds, charitable activities. Governance costs include legal costs and Trustee meetings only.

###### **d) Recognition of liabilities**

These financial statements recognise all liabilities that the charity has responsibility for. The charity is not aware of any contingent liabilities.

## Age Concern Mole Valley

### Notes to the Accounts For the year ended 31 March 2021

#### 3. Staff

The charity has been well represented by Sonia Hubbard, Andrea Kelley, Julia Gallagher and June Mills throughout the year.

4. Tangible Fixed Assets	31.03.2021	Movement of the year	31.03.2020
Cost	8379		8379
Addition	1166		
Accumulated Depreciation	-8379		
Depreciation Charge	-121		-8379
	<u>1044</u>		<u>0</u>

#### 5. Lease

During the year, the Charity took one office space at the Point in Dorking.

This lease continues until February 2023 at an annual cost of £6,300, but with a general break clause after 3 months' notice.

#### 6. Commitments

There are no other commitments not recorded in the financial statements.