

# **AGE** Mole Valley *Concern*

**Improving the lives of older people**

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



**ANNUAL  
REPORT**

**2021-2022**

**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 2022**

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2022.

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.

## **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 key strategic aims of focus that 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 relation to the Covid 19 pandemic in March 2021 we put together an overall service delivery plan, which ran from March 2021 until the end of the year. The focus was on returning to face-to-face services after the pandemic. In February 2021, the Government set out its roadmap, a step-by-step plan to ease restrictions in England cautiously whilst managing the risks of Covid 19, which we incorporated into our service delivery plan. The charity has continued to be very active throughout the year. We continued to provide the Age Concern Mole Valley 'Local Community Support Programme', which encompasses, Home Visiting, Information & Signposting and Telephone Befriending/ Befriending, Social Events, IT/Digital Sessions and Will Writing Clinics over this period.

### Local Community Support Programme

The Government introduced their steps and eased limits on social contact, enabling the public to make informed personal decisions. We felt that it was important for our clients and the people we support to consider the risks for themselves, taking into account whether they and those they meet have been vaccinated or whether or not they wanted to socially distance/wear a mask. When we opened up the Home Visiting and Befriending Services to face-to-face visits, we did various risk analyses with the client and the volunteer, with a focus on both of their preferences in relation to visiting. It was a person-centred approach, and all clients and volunteers were asked their preferences regarding home visiting. We also developed Key Visiting Guidelines for Volunteers, Clients and Staff, with a focus on staying as safe as possible. In April 2021 we offered our volunteers entry to the developing vaccination programme, if they wanted to take that as an option via the County Council.

### Home Visiting

Julia Gallagher, our Information & Signposting Officer has continued to support clients throughout the pandemic via telephone support. The initial face-to-face home visit was reintroduced in May/June 2021 where she was able to identify the specific needs of the individual, with Information & Signposting to services that can help improve day-to-day circumstances, e.g., home help support. 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.



### Befriending/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. In May/June 2021, we slowly started a return to face-to-face Befriending, which continued to the end of the year. Many of our Volunteer Befrienders had become telephone befrienders, supporting their clients with a weekly chat through the pandemic.



Some of these calls were a lifeline for isolated people in 2020. It was a huge step forward for our volunteers to start to visit again as we came out of the pandemic in May 2021.

Andrea Kelley, our Volunteer Coordinator had continued to support Volunteers and Clients via telephone and virtual meetings throughout the pandemic. This year she slowly started to return to a face-to-face induction/recruitment process with new volunteers and client visits.

**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's **Information Technology (IT)/Digital Training sessions** did stop in March 2020 because of COVID 19. In October 2021 we restarted the sessions in both Leatherhead at the Fairfield Centre and at the Point in Dorking.

**Will Writing Clinics** – as we came out of the pandemic, we held our first Will Writing clinic on 8<sup>th</sup> July 2021 and then continued to provide monthly clinics at the Meaby & Co offices.

**Tai Chi Class** – in May 2021 we made the decision to not to resume the Tai Chi classes due to staff capacity. We would like to thank our Volunteers and Kai Cheong, the instructor, for their support.

**Events** - we did not hold any events during this period, but we aim to start these again in the future. A lot of charities have been affected by Covid 19 and how they deliver services.

**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. General Data Protection Regulation - we continued to have this as an area of focus at each Executive Committee meeting.

**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, which was fully appreciated with the move for most staff to hybrid 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 another challenging year.**

### **Achievements and Performance – 2021 to 2022**

The following were our key strategic focus over this period and throughout the Covid 19 pandemic, 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 financial year Age Concern Mole Valley has restarted all its main face-to-face services and supported older people with over 5000 activities and continued to develop core projects, such as, the Befriending and Visiting Service, the Information & Signposting Service, and restarted our IT/Digital Sessions in Dorking and Leatherhead. Here are some of the key achievements in such a challenging year as we emerged from the Covid 19 pandemic.

**Dorking Office** - our office in Dorking has been open 4 days per week and staffed by June Mills, our Administrative Assistant. We were open to the public for information & signposting and for news and booking of Age Concern Mole Valley services throughout the year.

**The Age Concern Mole Valley 'Local Community Support Programme'** encompasses: Home Visiting, Information & Signposting, Telephone Befriending/Befriending, Social Events, IT/Digital Sessions and Will Writing Clinics:

**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, adding new and updating records on a regular basis. In previous years, e.g., 2015/16 we noted over 450 enquiries covering various themes, from IT/Digital Sessions, befriending to needing gardening and home support and in 2019/20 we noted over 600 general enquiries. Last year we noted 850 activities, including over 500 individual enquiries. This year we have added over 50 new organisations and updated over 350 organisations and the service has noted over **950 activities, including over 400 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.



**Home Visiting** has returned to face-to-face meetings with Julia Gallagher visiting old and new clients in their home. Over this period we conducted various risk analyses with the clients, with a focus on their preferences in relation to visiting. Our work aims to support older people to live independently for as long as possible, through effective Information & Signposting. The outcome of reduced loneliness and isolation does improve a person's health and wellbeing, a healthier older person can then live safely at home with independence. When the client is ready, we then move onto the Befriending service and make a match with a volunteer. This process is important for both people; especially around finding the right match, it requires listening skills and a great deal of perception, so that the service works for both parties, and we achieve our outcomes of reduced loneliness and isolation.

The **Befriending/Telephone Befriending Service** continues to be a vital contribution to reducing loneliness and isolation and 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. In 2021 as part of our service delivery plan we slowly returned to face-to-face visiting, after various risk analyses with the client and the volunteer, with a focus on both of their visiting preferences. In relation to our person-centred approach, Andrea Kelly, our Volunteer

Coordinator, spent considerable and valuable time gathering our volunteers' and clients' views and preferences to get our service delivery back on track, which was achieved.

We would not have been able to assist our clients without our dedicated staff and volunteers. The return to home visits were a lifeline for many of our clients as we emerged from the pandemic. Here are some examples from both the client and the volunteer of how this vital service 'improves older peoples' lives':

*"The befriender role far exceeded my expectations, such an important and vital role. John and I got on so well that my visits were normally 2.5 to 3 hours." Volunteer*

*"My befriender has 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." Client*

*"I am really enjoying Hannah's visits and calls, we get on so well and it's nice to have something to look forward to." Client*



*"I really enjoy Anna's visits, we get on really well and have become good friends, we do our knitting together and look at photos and talk about all sorts. I took an instant liking to her at the very first meeting." Client*

*"I have really enjoyed my weekly telephone calls with Brenda. We get on so well and have so many common interests despite never meeting. It was a great match. I would still like to call her even though she is moving away as we have become really good friends." Volunteer*

*"I am extremely grateful to Age Concern MV for introducing me to my befriender. Peter has made an incredible difference to my life." Client*

*"The visits to Glenda are going well for me. I have been extremely lucky to have a client who has become a friend to me." Volunteer*

*"I am delighted with how the visits are going with my befriender. It is so nice to have someone to natter with and have something in the diary each week to look forward to. You have found me such a nice person. Thank you." Client*

*"I am very fortunate in finding a client who has also become a friend." Volunteer*

*"It was worth the wait for the right person. My befriender is so kind and we get on so well despite us only knowing each other for a short time. We can talk for England." Client*

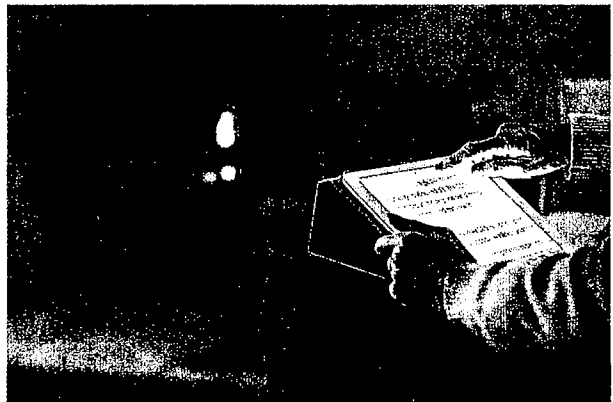
*"I love my job but it is not very rewarding on a personal note, as a volunteer befriender its lovely to do something each week that makes a real difference to someone's life." Volunteer*

*"I see my client once a week for a couple of hours, when I visit her face lights up and eyes twinkle. We have become really good friends and it has certainly made a difference to her life." Volunteer*

*"I can't thank you enough, you made an excellent choice and couldn't have matched me with anyone better." Client*

Over this time period we had 13 new Volunteer Befrienders/Telephone Befrienders, making a total of 71, a slight 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)/Digital Sessions –** these sessions are for people over 50 years old and were restarted in October 2021 in both Dorking and Leatherhead. These were previously on hold due to the Covid 19 pandemic. During this period, we have also supported previous 'learners' over the telephone. In terms of face-to-face IT/Digital sessions - we held 4 courses, with each course running for 6 weeks and in total we have held over 150 learner sessions.



We have had '8 volunteers', which support these sessions on a regular basis and without their dedication we would not be able to support so many 'learner sessions'. We would like to thank them all for their ongoing commitment to Age Concern Mole Valley, for their never-ending patience and for sharing their knowledge. Some of our volunteers have said what they most enjoy about their volunteering:

*"Watching peoples' delight as they master IT skills and realise how much fun and useful things there are to discover." Volunteer*

*"It's so nice to hear that our help - however big or small, makes such a difference to those receiving it." Volunteer*

Here is some feedback from the 'learners' of how these sessions have 'improved their lives'.

*"I'd definitely recommend the classes to older people who might be a bit nervous around new technology. With lots of things being online only nowadays, it offers a whole new lease of life, and you'll never look back".*

*"I really appreciated advance preparation by my volunteer and her patience when I talk too much".*

*"Use of Zoom and Free time enables me to continue as contact information & advocate for mental health and disability residents in Mole Valley, also connecting with family".*

*"It has definitely improved my confidence and knowledge of what the computer can do for me."*

*"Extremely helpful and patient, so helpful for all older people".*

*"My tutor was never out of his depth. I crossed off another thing on my life's to-do list".*

*"My volunteer tutor has been very patient, I'm thrilled with what I've learnt".*

*"Extremely helpful and friendly course taking into account mature ages".*



**Volunteers' Week**, over this period we have had a total of 81 volunteers and as we slowly emerged from the Covid 19 pandemic sadly we were unable to hold any celebratory events. However, we have thanked our wonderful volunteers for their commitment to Age Concern Mole Valley.

We have continued to recruit new volunteers for the befriending service. We need more and will continue to look to the local community for volunteers to support in delivering our services.

We have had 40 matches and re-matches across 34 volunteers with 13 new befriending/telephone befriender clients, so in total we had 70 Volunteer Befrienders over this period. We had 8 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.

**Funding Applications** - in 2021/22 one of the key areas of focus by the CEO was to secure funding contributions to support the charity and we want to give thanks for that invaluable support, as follows:



**The Allen Lane Foundation** – awarded a grant of £4,000 for core costs and it was paid in March 2021 for the April 2021-22 financial year. We thank the foundation for this grant and for giving Age Concern Mole Valley a grant spread over 2 years.



The National Lottery Community Fund



**National Lottery Community Fund** - in 2021 we received the great news of 3 years' funding. The first £15,000 grant was restricted funds, and the reference is "the National Lottery Community Fund" and the programme name is "RC London and South East Region". We thank the Community Fund for believing in all our work and supporting Age Concern Mole Valley for 3 years.

Funded by



**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 £20,000 grant and a £10,000 grant which went towards the charity's core costs, specifically 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, etc.



**Garfield Weston Foundation** – this £10,000 grant went towards all the charity's 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 we value the continuing support.



**Home Instead Charities** – we received a £1500 grant towards our 'Local Community Support Programme'. We thank Home Instead Charities for the grant and the support of our programme.



**Mole Valley District Council** – this £1,000 grant went towards the purchase of 2 new laptops. We thank you for your contribution.

**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 and for supporting Age Concern Mole Valley for 2 years.



**The Sir Jules Thorn Charitable trust** kindly gave a £1500 donation to Age Concern Mole Valley, and we thank them for their contribution.

We also received £333 from the **Dorking Waitrose**. Waitrose was given the theme of "Supporting Those in Need at Christmas" and so gave this valuable contribution to Age Concern Mole Valley, many thanks for the local support.

We have 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.

**Will Writing** – in relation to these clinics we resumed a face-to-face service in July 2021 at Meaby & Co's offices. This is a valuable service, and we work in partnership with **Meaby & Co Solicitors** - we thank Esther Janalli-Brown, solicitor at Meaby & Co for her continued support.

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 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 continue to face the challenge of fundraising and the recruitment of new volunteers. 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**

We have secured funding from the 'The National Lottery Community Fund' for the following 2 years, which is good start to our 2023/24 fundraising plan. There are several funders that have supported Age Concern Mole Valley over the last 2 years, and we hope they will continue to be supportive, so that we can build a sustainable fundraising programme for the future.



Age Concern Mole Valley has been nominated as the charity for 'Westival' a music festival in Dorking, which is planned for April 2023, a fantastic opportunity to raise funds for our charity.

We will continue to deliver the Age Concern Mole Valley 'Local Community Support Programme' which encompasses home visiting, a level of information & signposting, befriending, social events, IT/Digital Sessions and Will Writing clinics. The programme is ongoing, it aims to reduce loneliness and social isolation whilst prolonging independence and enabling older people to remain at home with the appropriate support services. All services that are part of the programme have now returned to face-to-face and will continue in that way unless there are any new developments to government guidance regarding the Coronavirus.

We will continue to support our elderly clients with additional home visits to revisit their needs over time and to see if any additional information and signposting would enhance their quality of life. In relation to the Befriending service – we will still be flexible and person-centred as every volunteer and client and their particular circumstances will be different. With this in mind we plan to still continue with a form of a Covid 19 risk analysis framework for both clients and volunteers.

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 an area of development and updating in 2022/23 with a review of the 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 continue in 2022 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. We will also aim to recruit additional volunteers to support these sessions, so we can in turn help more ‘learners’ discover the benefits of information technology, especially around connecting them to family and friends.

**Volunteers’ Week** – we have several face-to-face events planned in June 2022 to celebrate Volunteers’ Week. There will be 3 summer events, where we will take time to say a ‘big thank you’ to our volunteers’ for all their support, especially throughout the Coronavirus pandemic. We plan to also hold a Christmas event for our volunteers in December. A challenge for next year is Volunteer Recruitment – it has been recognised that since the Coronavirus pandemic there is a general shortage of volunteers. We like many charities, are finding it hard to recruit more volunteers, and we have lots of lonely/isolated older people that would like a Befriender to visit, so it will be a priority.

**Partnership Working** – we will continue to contribute and work in partnership with 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 **CGI** and **ExxonMobil**, Leatherhead and **Unum** in Dorking regarding their Employee Volunteering schemes and how we can work in partnership in the future.

**Will Writing** – we plan to continue this valuable service and work in partnership with **Meaby & Co Solicitors** in early 2022/23. We thank Esther Janalli-Brown, solicitor at Meaby & Co for her continued support.

**Events/Café Project at the Point** – we are exploring a joint venture with Central Surrey Voluntary Action, which would bring our clients to the Café in the Point for some fun, cake and company.

It has been another memorable and eventful year, as we emerged from the Coronavirus pandemic. 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.

**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'.

It was a difficult year for us all as we emerged out of the Covid 19 pandemic and returned to face-to-face service delivery. We as a charity continue to be very person centred regarding peoples' preferences. I would like to thank all my Trustee colleagues and all our wonderful volunteers for their support of our clients and 'learners', 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' over the last 2 years.

**Sally Dubery**  
**Chairman**

## Financial Review

**Income** for the period totalled £76,150 including several grants from charitable trusts and foundations, together with donations from individuals and local organisations.

**Expenditure** was maintained at a similar level to the previous year £86,279.

This results in an overall deficit of £10,128.

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

### Reserves Policy and Risk Management

The Trustees have carefully considered the forecast of income and expenditure for the year 2021/22 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.

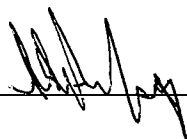
The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the new FRS 102 (SOFA) and the Charities Act 2011.

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







## Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/ members of Age Concern Mole Valley

On accounts for the year ended 31st March 2022 Charity no (if any) 1111678

Set out on pages 1 to 4

**Respective responsibilities of trustees and examiner** The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year 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:

9/8/22

Name:

Andrew Wheeler

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

ACCA

Address:

Taxsense Accountants

203 West Street

Fareham

Hampshire





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Age Concern Mole Valley

1111678

Receipts and payments accounts

CC16a

For the period from

1/4/2021

To

31/03/2022

Section A Receipts and payments

|  | Unrestricted funds | Restricted funds | Endowment funds  | Total funds      | Last year        |
|--|--------------------|------------------|------------------|------------------|------------------|
|  | to the nearest £   | to the nearest £ | to the nearest £ | to the nearest £ | to the nearest £ |
| <b>A1 Receipts</b>                                 |                    |                  |                  |                  |                  |
| Charitable Trusts                                  | 71,000             | -                | -                | 71,000           | 113,050          |
| Services provided                                  | 21                 | -                | -                | 21               | 946              |
| Donation & Legacies                                | 5,129              | -                | -                | 5,129            | 2,472            |
| Interest Received                                  |                    | -                | -                |                  |                  |
| <b>Sub total(Gross income for AR)</b>              | <b>76,150</b>      | -                | -                | <b>76,150</b>    | <b>116,468</b>   |
| <b>A2 Asset and investment sales, (see table).</b> |                    |                  |                  |                  |                  |
| <b>Sub total</b>                                   |                    | -                | -                |                  | -                |
| <b>Total receipts</b>                              | <b>76,150</b>      | -                | -                | <b>76,150</b>    | <b>116,468</b>   |
| <b>A3 Payments</b>                                 |                    |                  |                  |                  |                  |
| Expenditure on raising funds                       | 1,498              | -                | -                | 1,498            | 1,214            |
| Expenditure on Charitable Activities               | 84,780             | -                | -                | 84,780           | 82,768           |
| <b>Sub total</b>                                   | <b>86,279</b>      | -                | -                | <b>86,279</b>    | <b>83,982</b>    |



| A4 Asset and investment purchases, (see table) |  |         |   |   |   |         |   |        |   |
|--|--|---------|---|---|---|---------|---|--------|---|
|  |  | -       | - | - | - | -       | - | -      | - |
|  |  | -       | - | - | - | -       | - | -      | - |
| <i>Sub total</i>                               |  | -       | - | - | - | -       | - | -      | - |
| <i>Total payments</i>                          |  | 86,279  | - | - | - | 86,279  | - | 83,982 | - |
| <i>Net of receipts/(payments)</i>              |  |         |   |   |   |         |   |        |   |
| A5 Transfers between funds                     |  | -10,128 | - | - | - | -10,128 |   | 32,486 |   |
| A6 Cash funds last year end                    |  | 60,381  | - | - | - | 60,381  |   |        |   |
| <i>Cash funds this year end</i>                |  | 50,253  | - | - | - | 50,253  |   | 32,486 |   |

Section B Statement of assets and liabilities at the end of the period

| Categories   | Details                 | Unrestricted funds to nearest £ | Restricted funds to nearest £ | Endowment funds to nearest £ |
|--|-------------------------|---------------------------------|-------------------------------|------------------------------|
| B1 Cash funds  | Cash at bank            | 50,253                          | -                             | -                            |
|  |                         |                                 | -                             | -                            |
|  |                         |                                 | -                             | -                            |
|  | <i>Total cash funds</i> | 50,253                          | -                             | -                            |
| (agree balances with receipts and payments account(s)) |                         |                                 |                               |                              |

**B2 Other monetary assets**

| Details | Unrestricted funds<br>to nearest £ | Restricted funds<br>to nearest £ | Endowment funds<br>to nearest £ |
|---------|------------------------------------|----------------------------------|---------------------------------|
|         | -                                  | -                                | -                               |
|         | -                                  | -                                | -                               |

**B3 Investment assets**

| Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|---------|-----------------------------|-----------------|--------------------------|
|         |                             | -               | -                        |
|         |                             | -               | -                        |
|         |                             | -               | -                        |

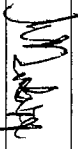
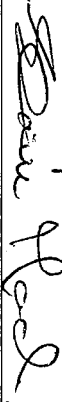
**B4 Assets retained for the charity's own use**

| Details         | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|-----------------|-----------------------------|-----------------|--------------------------|
| Tangible Assets | Unrestricted                | 9423            | -                        |
|                 |                             | -               | -                        |

**B5 Liabilities**

| Details | Fund to which liability relates | Amount due (optional) | When due (optional) |
|---------|---------------------------------|-----------------------|---------------------|
|         |                                 | -                     |                     |
|         |                                 | -                     |                     |

Signed by one or two trustees on behalf of all the trustees

| Signature   | Print Name    | Date of approval |
|---|---------------|------------------|
|  | Sally Dubery  | 15.11.22         |
|  | Elaine Machin | 15.11.22         |

# Age Concern Mole Valley

For the Year Ended 31 March 2022

Charity Number 1111678

Note 1 2022 Income and Expenditure Funds

| Income and Endowments                                   | 2022           | 2021           |
|---|----------------|----------------|
|   | £              | £              |
| Receipts from Events/Gift Aid/Royalties/Standing Orders | 21             | 946            |
| Computer donations                                      | 365            | 1,250          |
| General donations                                       | 4,764          | 1,222          |
| Grants (see pages 11-12 for full grant details)         | 71,000         | 113,050        |
| Interest received                                       | 0              | 0              |
| <b>Charity income 2022 totals</b>                       | <b>76,150</b>  | <b>116,468</b> |
| <b>Resources Expended</b>                               |                |                |
| <i>Expenditure for raising funds</i>                    |                |                |
| Direct fundraising expenses                             | 233            | 71             |
| Allocation of general overhead expenses                 | 1266           | 1143           |
| <i>Direct Charitable Expenditure</i>                    |                |                |
| Visiting and Befriending, Information and Signposting   | 6,300          | 4,800          |
| Staff Payroll   | 73,545         | 74,045         |
| IT Support/Laptops/Broadband etc.                       | 2,628          | 2,262          |
| Accountancy fees  | 594            | 594            |
| Training  | 150            |                |
| Website/ Marketing development                          | 194            | 242            |
| Governance  | 404            | 368            |
| Sundry Expense  | 380            | 335            |
| Bank Charges  | 25             | 0              |
| Depreciation on office equipment                        | 561            | 121.25         |
| <b>Total Direct Charitable Expense</b>                  | <b>86,279</b>  | <b>83,982</b>  |
| <b>Surplus for the year to transfer to reserves</b>     | <b>-10,128</b> | <b>32,486</b>  |

# Age Concern Mole Valley

## Age Concern Mole Valley

### Balance Sheet

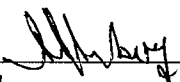
|  | £             | £             |
|--|---------------|---------------|
| <b>As at 31.03.2021</b>                    | <b>2022</b>   | <b>2021</b>   |
| <b>Fixed Assets</b>                        |               |               |
| Tangible assets                            | 1,658         | 1,044         |
| Investments                                | -             | -             |
| <b>Current Assets</b>                      |               |               |
| Debtor                                     | -             | -             |
| Cash at bank                               | 50,253        | 60,995        |
|  | <u>51,911</u> | <u>62,039</u> |
| <b>Current Liability</b>                   |               |               |
| <b>Creditors:</b>                          |               |               |
| <b>Amounts falling due within one year</b> |               |               |
| PAYE                                       | -             | -             |
| Accruals                                   | -             | -             |
|  | <u>-</u>      | <u>-</u>      |

|  |               |               |
|--|---------------|---------------|
| <b>Net current assets</b>                    | <u>51,911</u> | <u>62,039</u> |
| <b>Total assets less current liabilities</b> | <u>51,911</u> | <u>62,039</u> |
|  | -             | -             |
| <b>Long term loans</b>                       | -             | -             |
| <b>Net Assets</b>                            | <u>51,911</u> | <u>62,039</u> |
| Designated funds                             | 65,000        | 65,000        |
| Unrestricted funds                           | (13,089)      | (2,961)       |
| Restricted funds                             | -             | -             |
| <b>Total Charity funds</b>                   | <u>51,911</u> | <u>62,039</u> |

### Client Approval Certificate

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

Signed:

  
 Dated 15.11.2022



## **Age Concern Mole Valley**

### **Notes to the Accounts For the year ended 31 March 2022**

#### **Notes to the Financial Statements as at 31 March 2022**

##### **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 2022

#### 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 | 31.03.2022 | 31.03.2021  |
|--------------------------|------------|-------------|
| Cost                     | 8379       | 8379        |
| Addition                 | 1174       | 1165.62     |
| Accumulated Depreciation | -8379      | -8379       |
| Depreciation Charge      | -561       | -121.25     |
|                          | <u>614</u> | <u>1044</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.