

Age Well East Ltd

England & Wales · Charity number 1142414

Details

Other names	AGE CONCERN COLCHESTER, AGE UK COLCHESTER, Age Concern Colchester & North East Essex
Status	Registered
Legal form	Charitable company
Company number	07517777
Registered	2011-06-15
Register	View on the Charity Commission register

Contact

Address	Room 18 Imperial House 20-22 Rosemary Road Clacton-On-Sea Essex CO15 1NZ
Phone	03003733333
Email	enquiries@agewelleast.org.uk
Website	https://www.agewelleast.org.uk

Activities

Objects: 4 ObjectsThe Objects for which the Charity (the "Objects") is established and to which it is specifically restricted are to promote the following purposes for the benefit of thepublic and/or older people in and around the Counties of Suffolk and Essex ("the area of benefit"):4.1 preventing or relieving the poverty of the public and/or older people;4.2 advancing education; 4.3 preventing or relieving sickness, disease or suffering of the public and/or older people (whether emotional, mental or physical);4.4 promoting equality and diversity;4.5 promoting the human rights of the public and/or older people in accordance with the universal declaration of human rights;4.6 assisting the public and/or older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and4.7 such other charitable purposes for the benefit of the public and/or older people as the Trustees may from time to time decide;the outcome of this being the promotion of the well-being of the public and/or older people.

Activities: Services for the general public and / or older people living in Essex and Suffolk. The services offered are: advice and support with claiming benefits, care, consumer, energy, advocacy and information:

social clubs and friendship activity: mental health support, emotional support, end of life, bereavement and dementia support.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Essex
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£771,578	£835,135	£72,369	30
2024-03-31	£1,034,473	£1,173,389	£135,926	40
2023-03-31	£1,327,888	£1,209,082	£274,842	34
2022-03-31	£775,649	£771,685	£156,036	33
2021-03-31	£516,216	£467,833	£152,072	26

Trustees

Name	Role	Appointed
Cheryl Teresa Jones		2025-12-17
Chris Andrews		2017-12-08
Dawn Taylor		2025-09-01
Emma Louise Lynn McCullagh		2023-05-02
Nicholas William James Avery		2020-01-23
Nicola Jane Blair		2025-09-01
Stephen Carruthers		2024-11-19
Tribhuvan Prasad Bidyasagar Singh		2021-11-22

Age Well East Ltd

England & Wales - Charity number 1142414

Accounts

9c

Registered number: 07517777

Charity number: 1142414

AGE WELL EAST LTD
(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

AGE WELL EAST LTD
(A company limited by guarantee)

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AGE WELL EAST LTD
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025

Trustees	C J Andrews N W J Avery, Chair C N Bennett E A Bloomfield S Carruthers (appointed 19 November 2024) A Georgeson (resigned 24 September 2024) E L L McCullagh T P B Singh S White J A Wiggins, Treasurer (resigned 24 September 2024)
Company registered number	07517777
Charity registered number	1142414
Registered office	Room 18 Imperial House 20-22 Rosemary Road Clacton-on-Sea Essex CO15 1NZ
Company secretary	C J Andrews
Chief executive officer	T Harrison (resigned 23 February 2025)
Accountants	Griffin Chapman Statutory Auditor and Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester Essex CO7 7QR
Bankers	The Co-Operative Bank Plc PO Box 250 Skelmersdale WN8 6WT

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit:

In setting objectives, developing strategies, and undertaking activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Vision

To be the go-to place for people to feel connected, informed, and included as they grow older.

Mission

To support and empower people to age well.

Values

Trust, Excellence, Community.

The mission of Age Well East is to “Empower and support people to Age Well”, and this can only be done if we put the people we support and the people who work and volunteer for us at the very front of everything that we do, however challenging this may be.

Annual Overview

The 2024/25 financial year was the most challenging for Age Well East in living memory and the financial results speak for this. This is in an environment where barely a month goes by without another local Age UK or Age Concern announcing its closure. The Trustees have supported a senior leadership team who were prepared to take difficult decisions to make necessary changes, working together to minimise the human cost to staff and beneficiaries whilst ensuring the future sustainability of the charity, including some significant cost reductions. All our staff and volunteers have worked hard keeping the “show on the road”, and the Trustees greatly appreciate everybody’s contribution.

These cost reductions included making the post of full time Chief Executive Officer redundant and we did not renew the lease on the Veranda, which was not being used enough to merit the cost. We particularly thank Tom Harrison, former CEO for his selfless approach to ensuring the future of Age Well East, and to Colin Bennett who leased the veranda to the Charity at less than half the market rental for 6 years.

The Charity has now achieved short to medium term sustainability and the priority for 2025-2026 is to develop the strategy, which will be focused upon unmet needs within Essex and long-term income generation.

OPERATIONAL REVIEW

Welfare and Advice Services

Age Well East's Advice and Welfare service expanded to include a fourth complementary activity enabling support to people with unpaid caring roles as well as those with needs arising for advice matters, dementia support and mental wellbeing needs. The focus is on early intervention and the prevention escalation towards more acute services.

Advice service

Our Advice work through this time extended its funded reach into Braintree District alongside Northeast Essex to assist people living with financial and health related hardships. A key output of this work was to assist people to claim benefits and entitlements available to them and the impact of this work was to increase collective annual incomes by £1.5m.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

The service focused on assistance with Attendance Allowance applications (370), blue badge disabled parking permits (185) and benefits checks (179).

The service assisted 722 clients with 988 cases for assistance this year.

Carer Navigation service

Age Well East were successful in receiving funding to provide a new service to support unpaid carers in later years across North East Essex.

This service includes direct emotional support, navigation towards other key supports including carers assessments and help to connect with other unpaid carers.

The service assisted 78 unpaid carers with a range of interventions and assistance this year.

Dementia Services

This service focuses on proactive client engagement, to reduce the likelihood of people with dementia prematurely accessing acute services.

The service assisted 229 clients (and carers) across 366 cases of assistance.

Mental Wellbeing Navigation and Involve Service

The success of our support for people in later years with mental wellbeing needs led to a further period of funding this year, working more closely with our befriending service.

The purpose of this project is to support and navigate clients referred for friendship, and services meeting unmet needs for mental wellbeing,

The service assisted 39 clients with a range of interventions and assistance this year.

Befriending

This year marked the third year of our Essex Wellbeing Service (EWS) contract, now midway through its five-year term, with a potential two-year extension. It was also the final year of the three-year contract in Thurrock, which provided befriending support to adults aged 60 and over.

Over the year, we received 860 referrals and matched 612 individuals with a volunteer befriender.

In addition to one-to-one support, the team made 908 external referrals to a wide range of partner organisations to address clients' wider needs. These included 14 safeguarding referrals and signposting to services such as Essex Fire and Rescue, adult social care for care needs assessments, Community Agents, mental health services, and domestic abuse charities.

Volunteer promotion, recruitment and retention remained a strong focus. We received 358 volunteer enquiries and fully onboarded 104 new befrienders. At the end of March 2025, 270 volunteers were actively supporting the service.

Community Groups

Between April and December 2024, our Veranda Community Hub hosted over 540 sessions, welcoming 4,212 attendances. Activities ranged from Knit & Natter and Art Club to Chair Exercise, the Dementia Friendship Group, Tai Chi, and regular social coffee mornings.

Following the Hub's closure in December 2024, all attendees were supported in finding alternative groups and services within the local community.

Our online friendship groups remain a valued option, offering accessible, safe, and inclusive spaces for social connection, particularly for those unable to attend face-to-face activities.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

Online groups in 2024–25 included:

Book Club: In partnership with the library service, books were delivered and collected for clients unable to attend in person. 76 attendances.

Arts & Crafts Group: Thanks to dedicated funding, we provided free craft supplies to participating clients. 297 attendances.

Evening Friendship Group: A later session designed for clients who find evenings particularly isolating. 451 attendances.

Our in-person groups, the Stanway Lunch Club, Brightlingsea Friendship Group, and Mersea Road Friendship Group, continued to run weekly. Each group welcomed an average of 30–40 attendees and offered a warm and supportive environment for building social connections and reducing loneliness.

Digital Friends (Pilot)

From November 2024 to January 2025, we piloted a Digital Friend service to support homebound clients with basic digital skills. This included help accessing the NHS app, navigating the internet, shopping online, and joining online social groups.

The first half of the pilot focused on preparation and volunteer onboarding:

All relevant policies and procedures were developed and implemented.
Eight volunteers were successfully recruited and trained.

In the second phase:

15 clients received digital support at home.
Nine additional volunteers expressed interest in joining the initiative.

This pilot demonstrated early signs of positive impact, with clients reporting increased confidence, social engagement, and digital independence. We now have data that demonstrates both the need for the service and the positive outcomes it delivers, providing a strong foundation for future funding applications.

Inbound Service

The Inbound Service underwent significant changes during 2024/25, including a reduction in call handler paid staffing hours from around 80 to just 11 per week. Despite this substantial decrease, the service successfully received and responded to approximately 2,500 calls over the year. As a result of these calls, 417 external referrals were made to support services, partner organisations, and trusted local tradespeople. Additionally, the team successfully converted enquiry calls into 260 referrals to our Advice & Welfare team, dementia services, and carer support.

FINANCIAL REVIEW

Financial Position

2024/25 has been a challenging year for the charity. One substantial contract ended in March 2024, and income has declined for the second consecutive year.

In response to the contract loss, the decision was taken to use some of our reserves to maintain service delivery at the highest possible level and to invest in developing a strategic income generation plan. Although this approach successfully secured £134k in additional income that was not confirmed at the start of the year, we ended the year with a deficit of £64k. This shortfall was covered by our reserves, but it leaves the charity with a reduced level of free reserves going into 2025/26.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

As part of our cost management, four redundancies were made during the year. In addition, where staff left voluntarily, roles were not replaced where possible, helping to reduce overall staffing levels naturally.

Total income for the year was £771k and total expenditure was £835k, resulting in a deficit of £64k.

Sources of Funding

In 2024/25, the majority of our income (54%) came from NHS and local authority contracts and grants. A further 36% came from a variety of trusts and foundations, of which 13% was unrestricted income. The remaining 8% was generated through community fundraising and the valued support of our regular donors.

Investment Policy and Objectives

Due to the necessity of drawing on our reserves, there were no funds available for long-term investment during the year. Our objective for 2025/26 is to begin rebuilding our reserves and to continue working to stabilise and strengthen the charity's financial position.

Reserves Policy

Age Well East's reserves policy is risk-based, with trustees assessing each income stream individually. This ensures that reserves are held at an appropriate level - not in excess of need - so that we can maximise the funds used for charitable activities.

When reviewing the reserves policy, trustees consider:

The nature of our funds:

Restricted funds are held for specific purposes and are not included in free reserves. Unrestricted (or general) funds may be used to support the charity's objectives, and the balance of these forms our free reserves.

The nature and risk of our income streams:

The greater the risk of a funding stream ending, the greater the need to hold reserves to manage potential disruption.

Our latest review suggests that, as 97.78% of our income is secured, our overall funding risk is currently low. Trustees have reaffirmed that the ideal level of reserves is equivalent to one month's operating costs, plus a £10,000 contingency. While we do not currently meet this target, rebuilding reserves remains a key priority for the year ahead.

Going Concern

Trustees have assessed the charity's ability to continue as a going concern for a period of at least 12 months from the date of approval of the financial statements. This assessment has taken into account key risks and uncertainties that could impact the charity's operations.

In forming this conclusion, trustees reviewed budgets, forecasts, cash flow and reserves projections, contingency plans, and the availability of liquid assets. Forecasting was extended through to March 2027 to support a more comprehensive view of the charity's sustainability.

Key Risks and Uncertainties

The cost-saving measures introduced in 2024 have limited scope for further significant reductions. Our forecast for 2025/26 is based solely on secured income, while the forecast for 2026/27 includes both secured and some unsecured income. The position will be monitored closely, and appropriate mitigating actions will be considered if income falls short of projections.

Conclusion

Trustees consider there to be no material uncertainties about the charity's ability to continue as a going concern. Based on the information reviewed, there is reasonable expectation that the charity has sufficient resources and reserves to continue operating for at least the next 12 months. As a result, the financial statements have been prepared on a going concern basis.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

Acknowledgements

The Board of Trustees would like to record its thanks to all donors and supporters who have contributed to the charity's work over the past year.

With special thanks to:

Essex County Council
Alliance EOL (St Helena Hospice)
Garfield Weston Foundation
Masonic Charitable Foundation
National Lottery Community Fund
Tudor Trust
Provide CIC
Colchester City Council
Thurrock District Council
Eastlight Community Homes
Essex Community Foundation
Oak Foundation
The Charis Trust
The Jane Hodge Foundation
Fowler Smith and Jones Trust
Charles S French Charitable Trust
Community 360
Colchester Borough Homes
The Annie Tranmer Charitable Trust
Co-op Funeral Care
Basildon Borough Council
Essex County Council – Public Health Accelerator Bids (PHAB)
The Harebell Centenary Fund
Braintree District Council – COL Grant
Grassroots
The Frank Litchfield Charitable Trust
The Lord Belstead Charitable Trust
Schroder Charity Trust
Colchester Catalyst Charity
The Ogilvie Charities
CVST - Seasonal Resilience Fund
Colchester City Council – Public Health Funding
The Lesley Mary Carter Charitable Trust
SNEE ICB - Ageing Well
Rotary Club of Colchester
The Childwick Trust
Constance Paterson Charitable Foundation
Matchroom Foundation
National Lottery - Awards for All
Ann Rylands
Anglian Community Trust

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure and governance

Age Well East is a registered charity and is incorporated as a company limited by guarantee. The activities are governed by a Memorandum and Articles of Association 1 February 2011, as amended 9 May 2012, 14 April 2016, 30 October 2018, 29 August 2019, 31st December 2019, and 21 September 2021.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

Trustees and organisational structure

The members of the Board of Trustees are the Trustees of the charity and are also the directors of the company for company law purposes. Trustees are elected at the Annual General Meeting of the company for a period of three years from the date of their election. They are eligible for re-election after that period, except that the Chair may serve for a maximum of six consecutive years. The board may co-opt Trustees during the year, to serve until the conclusion of the next Annual General Meeting.

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the charity commission in exercising their powers or duties. The Board of Trustees administers the charity and meets every three months. A Finance, Audit, Risk and Governance Sub Committee (FARG) and an Operations Sub-Committee meet every 3 months and report to the Board on any risks or major delivery issues.

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the charity, and a Senior Leadership Team is in place.

Induction and training of new trustees

Those wishing to become a trustee of Age Well East meet in the first instance with the Chair of the Board.

The prospective Trustee would then be formally interviewed by a minimum of two Age Well East Trustees and the Chief Executive, who make their recommendations to the Board of Trustees.

If the Board of Trustees agrees to appoint the prospective Trustee, he or she would be invited to attend a Board meeting and if all parties are in agreement the Board, then elects or co-elects until the annual general meeting.

All new Trustees meet with the Chair of the Board and the Chief executive Officer once officially appointed. In addition they offered time with each of the senior managers in order to gain a better understanding of the operational side of the charity.

Arrangements for setting pay and remuneration for key management

All job roles within Age Well East are benchmarked against the same or similar roles within the charity sector. This ensures that true and fair is provided, Age Well East remain competitive within the sector and are able to retain and recruit the best candidates for all roles. Trustee's set and approve pay for senior management.

Risk management

The risk matrix is held by and reviewed at every Finance, Audit and Risk Trustee Committee and all major risks are escalated and reviewed at the main Board of Trustees meeting quarterly. The Board can confirm the required risk processes and systems have been put in place to enable effective management and reporting.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Well East Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

AGE WELL EAST LTD
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2025

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure of information to Independent Examiner

So far as the trustees are aware at the time of approving our trustee's annual report:

- there is no relevant information, being information needed by the independent examiner in connection with preparing their report, of which the charitable company's independent examiner is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant independent examination information and to establish that the independent examiner is aware of that information.

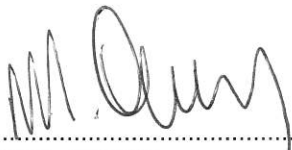
Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the board of trustees on 14 October.....2025 and signed on its behalf by:



.....
N W J Avery - Trustee

AGE WELL EAST LTD
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent examiner's report to the Trustees of Age Well East Ltd ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

AGE WELL EAST LTD
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 17 October 2025.

Thomas Maddocks FCA FMAAT

Griffin Chapman
Chartered Accountants
4 & 5 The Cedars, Apex 12
Old Ipswich Road
Colchester
Essex
CO7 7QR

AGE WELL EAST LTD
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	4	-	59,562	59,562	50,983
Charitable activities	5	665,646	43,013	708,659	977,912
Investments	6	-	3,357	3,357	5,578
Total income		665,646	105,932	771,578	1,034,473
Expenditure on:					
Raising funds	7	301	6,532	6,833	6,494
Charitable activities	8	655,619	172,683	828,302	1,166,895
Total expenditure		655,920	179,215	835,135	1,173,389
Net income/(expenditure)		9,726	(73,283)	(63,557)	(138,916)
Transfers between funds	18	3	(3)	-	-
Net movement in funds		9,729	(73,286)	(63,557)	(138,916)
Reconciliation of funds:					
Total funds brought forward		35,149	100,777	135,926	274,842
Net movement in funds		9,729	(73,286)	(63,557)	(138,916)
Total funds carried forward		44,878	27,491	72,369	135,926

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 to 32 form part of these financial statements.

AGE WELL EAST LTD
(A company limited by guarantee)
REGISTERED NUMBER: 07517777

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Intangible assets	13	3,549	5,485
Tangible assets	14	5,113	32,697
		8,662	38,182
Current assets			
Debtors	15	58,816	58,232
Cash at bank and in hand		149,491	184,058
		208,307	242,290
Current liabilities			
Creditors: amounts falling due within one year	16	(144,600)	(144,546)
		63,707	97,744
Net current assets		63,707	97,744
Total assets less current liabilities		72,369	135,926
Total net assets		72,369	135,926
Charity funds			
Restricted funds	18	44,878	35,149
Unrestricted funds	18	27,491	100,777
		72,369	135,926
Total funds		72,369	135,926

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

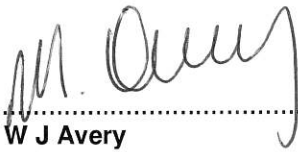
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on
14 October 2025 and signed on their behalf by:

AGE WELL EAST LTD
(A company limited by guarantee)
REGISTERED NUMBER: 07517777

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025


.....
N W J Avery

The notes on pages 15 to 32 form part of these financial statements.

AGE WELL EAST LTD
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cash flows from operating activities		
Net cash used in operating activities	(39,924)	(487,555)
Cash flows from investing activities		
Interest received	3,357	5,578
Proceeds from the sale of tangible fixed assets	2,000	-
Purchase of tangible fixed assets	-	(7,406)
Net cash provided by/(used in) investing activities	5,357	(1,828)
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	(34,567)	(489,383)
Cash and cash equivalents at the beginning of the year	184,058	673,441
Cash and cash equivalents at the end of the year	149,491	184,058

The notes on pages 15 to 32 form part of these financial statements

AGE WELL EAST LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

Age Well East Limited is a company limited by guarantee, registered in England and Wales, registration number 07517777. The address of the registered office is Room 18 Imperial House, 20-22 Rosemary Road, Clacton-on-Sea, Essex, CO15 1NZ. It is also a registered charity, registration number 1142414. Further details are included in the Trustee's Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

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

Age Well East Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Voluntary income is received by way of grants and donations and is included in full when receivable.

Gift Aid recoveries on donations from individuals are recognised in the same period as the donation.

Donated services are included at the value to the charity where this can be quantified, and where they have been supplied by local businesses in the course of their normal activities. The value of services provided by volunteers has not been included in these financial statements.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Allocation and apportionment of costs

Direct costs are allocated against the activities as incurred. Other costs have been apportioned over the activities inline with time spent on those activities by employees in supporting roles.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Intangible assets and amortisation

Intangible assets are capitalised and recognised when future economic benefits are probable, and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

Amortisation is provided on the following basis:

Intangible assets	- 25 % Straight line
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following basis:

Plant and machinery	-	25%	Straight line
Fixtures and fittings	-	15%	Reducing balance
Property improvements	-		Over the period of the lease

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.12 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Donations	59,062	59,062	50,369
Legacies	500	500	614
	<hr/>	<hr/>	<hr/>
	59,562	59,562	50,983
	<hr/>	<hr/>	<hr/>
<i>Total 2024</i>	<hr/> <i>50,983</i> <hr/>	<hr/> <i>50,983</i> <hr/>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

5. Income from charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Income from charitable activities - Grants	367,173	29,355	396,528	668,723
Income from charitable activities - Contracts	298,473	-	298,473	291,780
Income from charitable activities - Cafe	-	13,658	13,658	17,409
	<u>665,646</u>	<u>43,013</u>	<u>708,659</u>	<u>977,912</u>
<i>Total 2024</i>	<u>950,265</u>	<u>27,647</u>	<u>977,912</u>	

6. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Interest received	3,357	3,357	5,578
<i>Total 2024</i>	<u>5,578</u>	<u>5,578</u>	

7. Expenditure on raising funds

Costs of raising voluntary income

	Restricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Finance costs	301	301	404
<i>Total 2024</i>	<u>404</u>	<u>404</u>	

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

7. Expenditure on raising funds (continued)

Other trading expenses

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Cafe expenses	6,532	6,532	6,090
<i>Total 2024</i>	<u>6,090</u>	<u>6,090</u>	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £	<i>Total 2024 £</i>
Support services	655,619	172,683	828,302	1,166,895
<i>Total 2024</i>	<u>1,013,364</u>	<u>153,531</u>	<u>1,166,895</u>	

9. Analysis of expenditure by activities

	Direct costs 2025 £	Support costs 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Support services	535,662	292,640	828,302	1,166,895
<i>Total 2024</i>	<u>728,987</u>	<u>437,908</u>	<u>1,166,895</u>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

9. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Direct activity costs 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Staff costs	460,534	460,534	566,352
Depreciation	11,569	11,569	14,643
Rent & premises costs	17,102	17,102	25,494
Running costs	15,396	15,396	22,765
Travel expenses	10,726	10,726	16,836
Professional fees	4,527	4,527	7,287
Subcontractors	6,084	6,084	62,290
Insurance	9,007	9,007	9,816
Advertising & Marketing	717	717	3,504
	<u>535,662</u>	<u>535,662</u>	<u>728,987</u>
<i>Total 2024</i>	<u>728,987</u>	<u>728,987</u>	

Analysis of support costs

	Support activity costs 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Staff costs	187,470	187,470	327,567
Depreciation and loss on disposal of assets	15,950	15,950	7,524
Travel expenses	-	-	189
Office costs and IT	53,019	53,019	63,593
Training and HR costs	33,759	33,759	31,690
Governance costs	2,442	2,442	7,345
	<u>292,640</u>	<u>292,640</u>	<u>437,908</u>
<i>Total 2024</i>	<u>437,908</u>	<u>437,908</u>	

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**NOTES TO THE FINANCIAL STATEMENTS
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10. Independent examiner's remuneration

	2025	<i>2024</i>
	£	£
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	1,900	-
Fees payable to the charity's auditor for the audit of the charity's annual accounts	-	4,500
Fees payable to the charity's independent examiner in respect of: All other services not included above	750	<i>750</i>
	<u>750</u>	<u><i>750</i></u>

11. Staff costs

	2025	<i>2024</i>
	£	£
Wages and salaries	591,094	<i>812,688</i>
Social security costs	39,725	<i>57,540</i>
Contribution to defined contribution pension schemes	17,185	<i>23,691</i>
	<u>648,004</u>	<u><i>893,919</i></u>

Included within the above are contractual redundancy payments totalling under £5,000 made during the year.

The average number of persons employed by the charity during the year was as follows:

	2025	<i>2024</i>
	No.	No.
Employees	30	<i>40</i>
	<u>30</u>	<u><i>40</i></u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	<i>2024</i>
	No.	No.
In the band £60,001 - £70,000	-	<i>2</i>

The key management personnel of the charity comprise the trustees and the senior management team. The amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity were £166,983 (2024: £261,581).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

13. Intangible assets

	Intangible Assets £
Cost	
At 1 April 2024	5,808
At 31 March 2025	<u>5,808</u>
Amortisation	
At 1 April 2024	323
Charge for the year	1,936
At 31 March 2025	<u>2,259</u>
Net book value	
At 31 March 2025	<u>3,549</u>
<i>At 31 March 2024</i>	<u><u>5,485</u></u>

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**NOTES TO THE FINANCIAL STATEMENTS
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14. Tangible fixed assets

	Improvements to property £	Plant and machinery £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2024	38,799	91,380	9,528	139,707
Disposals	(38,799)	(41,037)	(8,438)	(88,274)
At 31 March 2025	-	50,343	1,090	51,433
Depreciation				
At 1 April 2024	27,780	71,938	7,292	107,010
Charge for the year	3,771	9,633	62	13,466
On disposals	(31,551)	(35,992)	(6,613)	(74,156)
At 31 March 2025	-	45,579	741	46,320
Net book value				
At 31 March 2025	-	4,764	349	5,113
At 31 March 2024	11,019	19,442	2,236	32,697

15. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	34,359	24,315
Other debtors	518	818
Prepayments and accrued income	23,939	33,099
	<u>58,816</u>	<u>58,232</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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16. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	6,853	14,942
Other creditors	15,302	22,487
Accruals and deferred income	122,445	107,117
	144,600	144,546
	2025	2024
	£	£
Deferred income at 1 April 2024	99,124	449,655
Resources deferred during the year	118,342	99,124
Amounts released from previous periods	(99,124)	(449,655)
	118,342	99,124

17. Financial instruments

	2025	2024
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	46,877	25,133
	46,877	25,133
	2025	2024
	£	£
Financial liabilities		
Other financial liabilities measured at fair value through income and expenditure	22,155	37,429
	22,155	37,429

Financial assets measured at fair value through income and expenditure and comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors and other creditors.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

18. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
General Funds - all funds	100,777	105,932	(179,215)	(3)	27,491
Restricted funds					
Essex Wellbeing Service	-	298,470	(298,473)	3	-
National Lottery Community Fund - Reaching Communities	-	84,901	(84,901)	-	-
Thurrock BC Befriending	-	53,284	(53,284)	-	-
Tudor Trust	-	32,083	(32,083)	-	-
Garfield Weston	-	30,000	(30,000)	-	-
ECF Mental Wellbeing	-	29,174	(29,174)	-	-
Masonic Charitable Foundation	-	20,000	(20,000)	-	-
CCC VWG	-	15,000	(15,000)	-	-
ECC Carers Community Fund	-	13,530	(13,530)	-	-
Suffolk & NE Essex ICB	-	10,245	(10,245)	-	-
Catalyst	-	10,207	(10,207)	-	-
Matchroom	5,000	10,000	(5,000)	-	10,000
Jayne Hodge Foundation	-	7,500	(7,500)	-	-
Rhab Digital Inclusion	-	7,500	(7,500)	-	-
Alliance End of Life	324	5,133	(5,457)	-	-
Charles S French	-	5,000	(5,000)	-	-
CVST Seasonal Resilience	-	5,000	(5,000)	-	-
Braintree DC	-	5,000	(5,000)	-	-
The Lesley Carter Charitable Trust	-	5,000	(5,000)	-	-
Other Restricted Funds	29,825	18,619	(13,566)	-	34,878
	35,149	665,646	(655,920)	3	44,878
Total of funds	135,926	771,578	(835,135)	-	72,369

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

18. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2023</i> £	<i>Income</i> £	<i>Expenditure</i> £	<i>Transfers in/out</i> £	<i>Balance at 31 March 2024</i> £
Unrestricted funds					
General Funds - all funds	157,182	84,208	(159,621)	19,008	100,777
Restricted funds					
CCG Partnership	1,758	300,439	(301,318)	-	879
Essex Wellbeing Service	-	291,780	(291,780)	-	-
National Lottery Community Fund - Reaching Communities	681	76,365	(77,046)	-	-
Thurrock BC Befriending	-	52,771	(52,771)	-	-
Tudor Trust	1,646	35,000	(36,646)	-	-
Garfield Weston	-	30,000	(30,000)	-	-
Government & Local Authorities	10,768	29,455	(39,095)	-	1,128
Masonic Charitable Foundation	6,847	21,667	(28,514)	-	-
National Lottery - Jubilee Fund	1,000	21,480	(22,480)	-	-
VCSE Data Matas	-	19,008	-	(19,008)	-
Sundowning	15,921	16,913	(32,834)	-	-
Nationwide	-	12,405	(12,405)	-	-
Other Trusts and Foundations	52,630	10,000	(35,933)	-	26,697
The Harebell Centenary Fund	-	10,000	(10,000)	-	-
Alliance End of Life	952	9,239	(9,867)	-	324
CCG Frailty	16,901	8,750	(25,651)	-	-
Other Restricted Funds	8,557	4,994	(7,430)	-	6,121
	<u>117,661</u>	<u>950,266</u>	<u>(1,013,770)</u>	<u>(19,008)</u>	<u>35,149</u>
Total of funds	<u><u>274,843</u></u>	<u><u>1,034,474</u></u>	<u><u>(1,173,391)</u></u>	<u><u>-</u></u>	<u><u>135,926</u></u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

18. Statement of funds (continued)

The amounts shown in the Statement of Funds note which are carried forward relate to expenditure which will take place after the year-end in accordance with the terms and conditions of the grants.

The funding received is given for the various activities of the charity. The restricted grants are awarded for specific purposes and therefore expended in accordance with the terms and conditions of the award and per the timeline specified by the funder.

Funding for the year to 31 March 2025 has been received for the purposes as follows:

Alliance End of Life - In collaboration with St Helena Hospice, this funding enables us to train and support a dedicated team of qualified volunteers to provide end-of life support as Compassionate Companions, for individuals who had no one to support them at their end-of life.

Tudor Trust - this three year grant has helped us further develop our Emotional Support services and provide a range of services to people during emotionally challenging times. Including End of life support, one to one bereavement support and group bereavement support. We have made an immediate, practical, and long-lasting positive impact on the lives of those who need our support. Reducing pressure on acute services through concentrated, targeted emotional support.

Essex Well Being Contract - this is a 5 year contract to offer community friendship services to anyone in Essex who is over 18, with the aim to end loneliness. They provide one to one volunteer friendship (Befriending), pen friending and access to social groups and activities to empower people to live well.

Thurrock BC Befriending - this grant enables Age Well East to Offer a befriending service to Thurrock Borough residents who are lonely and possibly suffering isolation from the community. Support includes face to face visits in the home, community companions and weekly telephone calls.

National Lottery Community Fund Reaching Communities - This grant supports our advice service to help remove financial burdens for people and avert declining physical and mental health. It provides the means to maintain independence and prevent longer-term and more acute decline through timely advice and accurate completion of lengthy complex forms for income/health related entitlements.

We aim to empower people towards increased levels of self-managing their circumstances, through coaching with digital-forms and processes, through to accessing the things which enable people to sustain independent living, such as home help and funding available to pay for it.

Masonic Charitable Foundation - This grant enables Age Well East to offer holistic advice and welfare support to those aged 60+ who are socially disadvantaged and/or living with long term health conditions and disabilities, experiencing hardships that obstruct social connection and community engagement.

Garfield Weston Foundation - this grant is to support the central team salary costs for our core support services, fundraising and to grow and improve the IT infrastructure and digital communications.

Essex Community Foundation supported a one year pilot for a Mental Wellbeing Navigator, Through this fund we were able to bring increased focus to the needs of people living with mental wellbeing difficulties. Navigating them towards services and activities appropriate to the clients needs. This need was identified through the activities of the friendship service.

Colchester City Council Voluntary Welfare Grant supported our Community groups, Community companions and Community Hub. Strengthening our communities to reduce isolation and improve wellbeing.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

18. Statement of funds (continued)

Covering NE Essex The Carers Community Fund project supports carers to access local activities, education, peer support and provides vital information early on in their role as a carer.

The Jayne Hodge Foundation and Matchroom support our advice service.

Phab Digital Inclusion supported our digital project.

CSVt Seasonal Resilience and Braintree DC support our advice service.

Governments and Local Authorities - Various smaller grants were received from the Government and Local Authorities to support the delivery of our core services.

Trusts and Foundations - Various smaller grants were received from other charitable foundations to support the delivery of our core services, supporting essential services in Colchester and supporting specific groups and service provisions.

19. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
General funds	100,777	105,932	(179,215)	(3)	27,491
Restricted funds	35,149	665,646	(655,920)	3	44,878
	<u>135,926</u>	<u>771,578</u>	<u>(835,135)</u>	<u>-</u>	<u>72,369</u>

Summary of funds - prior year

	<i>Balance at</i> <i>1 April 2023</i> £	<i>Income</i> £	<i>Expenditure</i> £	<i>Transfers</i> <i>in/out</i> £	<i>Balance at</i> <i>31 March</i> <i>2024</i> £
General funds	157,182	84,208	(159,621)	19,008	100,777
Restricted funds	117,661	950,266	(1,013,770)	(19,008)	35,149
	<u>274,843</u>	<u>1,034,474</u>	<u>(1,173,391)</u>	<u>-</u>	<u>135,926</u>

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NOTES TO THE FINANCIAL STATEMENTS
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20. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	2,917	2,196	5,113
Intangible fixed assets	-	3,549	3,549
Current assets	141,085	67,222	208,307
Creditors due within one year	(99,124)	(45,476)	(144,600)
Total	44,878	27,491	72,369

Analysis of net assets between funds - prior year

	<i>Restricted funds 2024 £</i>	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Tangible fixed assets	12,767	19,930	32,697
Intangible fixed assets	-	5,485	5,485
Current assets	126,776	115,514	242,290
Creditors due within one year	(104,394)	(40,152)	(144,546)
Total	35,149	100,777	135,926

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net expenditure for the year (as per Statement of Financial Activities)	(63,557)	<i>(138,916)</i>
Adjustments for:		
Depreciation charges	13,466	<i>21,844</i>
Amortisation charges	1,936	<i>323</i>
Interest received	(3,357)	<i>(5,578)</i>
Loss on the sale of fixed assets	12,118	<i>-</i>
Decrease/(increase) in debtors	(584)	<i>10,352</i>
Increase/(decrease) in creditors	54	<i>(375,580)</i>
Net cash used in operating activities	(39,924)	<i>(487,555)</i>

22. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	149,491	<i>184,058</i>
Total cash and cash equivalents	149,491	<i>184,058</i>

23. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	184,058	(34,567)	149,491
	184,058	(34,567)	149,491

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

24. Pension commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £17,185 (2024: £23,691), of which at the year end there were no outstanding liabilities (2024: £3,559) included in creditors.

25. Operating lease commitments

At 31 March 2025 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	<i>2024</i>
	£	<i>£</i>
Not later than 1 year	-	<i>6,000</i>

26. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a member, or within one year after they cease to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a member.

27. Related party transactions

The charity leased its previous premises at 63 North Hill from a trustee. The rent paid in the year was £7,000 (2024: £12,000). This lease ended during the year, and the charity has since moved out.

Age Well East Ltd

England & Wales - Charity number 1142414

Accounts

Registered number: 07517777
Charity number: 1142414

AGE WELL EAST LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

AGE WELL EAST LIMITED
(A company limited by guarantee)

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AGE WELL EAST LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees	C J Andrews N W J Avery, Chair C N Bennett E A Bloomfield A Georgeson (resigned 24 September 2024) V M Loaiza (resigned 1 August 2023) E L L McCullagh (appointed 2 May 2023) A K Sheppard (resigned 1 August 2023) T P B Singh S White J A Wiggins, Treasurer (resigned 24 September 2024)
Company registered number	07517777
Charity registered number	1142414
Registered office	63 North Hill Colchester Essex CO1 1PX
Company secretary	C J Andrews
Chief executive officer	T Harrison
Independent auditors	Griffin Chapman Statutory Auditor and Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester Essex CO7 7QR
Bankers	The Co-Operative Bank Plc PO Box 250 Skelmersdale WN8 6WT

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit:

In setting objectives, developing strategies, and undertaking activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Vision

To be the go-to place for people to feel connected, informed, and included as they grow older.

Mission

To support and empower people to age well.

Values

Trust, Excellence, Community.

ACHIEVEMENT AND PERFORMANCE

Annual overview

The last 12 months have been challenging for all charities due to the economic climate and the reduction in NHS and Local Authority funding. We have also had to contend with the reduction in funding opportunities from other traditional sources including Trusts and Foundations.

The impact of the financial challenges and the increased demand for our services led us to review our cost base whilst diversifying our income streams to ensure greater control of Age Well East's financial position in the short, medium, and long term.

This year saw our Fundraising initiatives expand and develop; we introduced the corporate element to the Christmas appeal whereby local businesses supported Age Well East by way of sponsorship, this was a huge success and raised £2,350 in unrestricted income.

We also successfully completed our very own AWE-SUM fundraising event, where staff, along with friends and family undertook a range of fundraising activities to raise vital funds for Age Well East, these activities included sky diving, half marathons and bake sales and thanks to the generosity of our community, the sum of £7,456 was raised.

We were honoured to be selected as 'Charity of the Season' by a local restaurant, which organised several fundraising activities with all proceeds benefiting Age Well East and a very generous donation made. It also raised our profile within the community and shone a spotlight on our services.

As outlined in our marketing strategy, we successfully enhanced brand awareness through collaborative efforts with clients, volunteers, and staff. This initiative has culminated in the creation of a new general video for Age Well East, which effectively narrates our story, and showcases the services we provide.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

We continue to share client feedback and case studies, where permission has been provided, across our social media platforms, providing real-time insights into the impact of our services and by sharing these experiences, we hope to resonate with individuals who may be facing similar challenges, raising awareness of Age Well East and illustrating the range of support we offer, encouraging those in need to reach out to us.

Age Well East continues to source funding from recognised and traditional sources and work collaboratively with a range of stakeholders. This approach has helped to secure two new contracts offering mental wellbeing care and support for carers, which will be delivered in 2024/25.

In addition, we achieved "One to Watch" status a "Good company to work for" with Best Companies and retained our accreditation for ISO9001 and ISO27001.

We could not operate without the support provided by our team, encapsulated in our 1Team ethos which includes our dedicated volunteers, staff and Trustees.

This year our Team have delivered the following:

Welfare and Advice Service

Age Well East's Advice and Welfare service covered three complementary teams providing assistance with needs arising for advice matters, dementia support and information and mental wellbeing needs. The focus on supporting client welfare provides the link between each, seeking to provide early intervention and the prevention of escalating need towards more acute services.

Our Advice work through this time assisted people in later years across Northeast Essex to increase their collective annual incomes by £1.7m through access to welfare benefits and entitlements. This was an increase of 22% on the previous year. Overall client numbers accessing the service grew by 4% to 858 and case numbers were also up by 5% to 1176. Referrals to the service through this time continued to highlight difficulties relating to ill health and long-term disability and Caseworkers worked hard to support clients to access entitlements and assistance with housing and care issues to support their ability to age well, living independently for as long as possible in their communities.

The largest themes of activity focused on assistance with Attendance Allowance applications (422), blue badge disabled parking permits (297) and benefits checks (209).

Dementia Services

Our Dementia work expanded considerably through 2023/24 with support, information and advice provided on a 1-1 basis across the community, assistance to support improved wellbeing for patients affected by the symptoms of sundowning whilst in Colchester general hospital and information and advice for patients recently diagnosed with Dementia. These projects enabled us to work closer with ESNEFT (East Suffolk, Northeast Essex Foundation Trust) and EPUT (Essex Partnership University Trust) to deliver interventions and support for people across Northeast Essex in community, acute general hospital, and mental health settings.

Our overall client activity through this year grew by around 92% to 415 cases for assistance. A key aspect of this growth in our work was the delivery of structured assessments of dementia for clients making claims for blue badge disabled parking permits with the team handling 92 such requests, an increase of 116% on the previous year. At this stage we remain the only voluntary sector organisation authorised to provide this service across Northeast Essex enabling members of the community to receive both this assistance and separately help to complete associated digital application form through our Advice team.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

The experience, understanding and knowledge enabled us to successfully chair the dementia friendly community groups and as a result we supported 10 organisations to develop their own plans to develop their activities in more inclusive ways to meet the needs of people living with or affected by Dementia.

Bereavement and End of Life

The Bereavement service continues to offer one-on-one volunteer support, along with two online support groups, two walking groups, and recently launched 2 in-person support groups across North East Essex.

During 2023/24, the service supported a total of 112 clients.

We have also strengthened our partnerships with local bereavement services. Our Bereavement Coordinators have been nominated for Compassionate Community Champion status in recognition of their outstanding work.

In 2023/24, our Compassionate Companion volunteers provided comfort and companionship to 7 individuals in the final months of their lives. We are also developing a one-to-one support service for those at the end of life. This initiative, which will be provided by an EOL Coordinator, will offer sensitive and therapeutic guidance on important topics such as talking about death, Lasting Power of Attorney, Advance Decisions/Care Plans, ReSPECT forms, funeral planning, and religious considerations.

Mental Wellbeing

Our Mental Wellbeing service remained busy through the period of 2023/24 assisting people with complex wellbeing needs, often exacerbated by delays in accessing local therapeutic services. Our Coordinator worked hard to support people experiencing mental health crises, referring to more acute services and providing emotional support and advice with issues relating to challenging caring roles pain management, delays in access to elective surgery, anxiety, and depression. Many of the 50 people referred to the service experienced mental health difficulties as an impact of the Covid 19 pandemic and in 30 cases focus was given to identifying ways to support improved mental wellbeing to prevent crisis in the future.

The learning taken from client feedback and themes of support enabled the service to identify ways of strengthening the impact of our support, identifying needs and opportunities for clients to feedback their experiences of mental wellbeing and of services they have received. Towards the end of the year these ideas provided the basis for a funding bid to extend and develop the activities provided through this service which was subsequently successfully awarded to enable service delivery through 2024/25.

The success of our approach in providing welfare and assistance to people in later years and their families enabled Age Well East to shape a successful funding bid to extend our assistance for unpaid carers in later years. This grant funding through the Essex County Council Community Carers fund has enabled us to develop a service to complement the client focused work we deliver to enable more holistic working and to support the main delivery of unpaid carers services across Essex from 2024.

We extend thanks to all our funders who have supported the delivery of our Advice and Welfare services through 2023/24 as without this our work would not be possible.

Groups and Activities

In 2023/24, 765 groups and clubs were held at our community space called the Veranda, with a total of 6,894 attendees.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

We offer a wide range of weekly community groups at the Veranda, including Knit & Natter, Art Club, Crafting, Dementia Support, Games Club, and Tai Chi, as well as Coffee & Company and a Lunch Club. Additionally, we host a monthly legal clinic and a technical support drop-in service.

We currently support 4 volunteer led, dementia friendly, external groups, which take place in Brightlingsea, Mersea Road, Stanway and Witham.

Befriending

In 2023/24, the befriending service had 265 active volunteers, with 103 newly on-boarded during the year.

The service received an average of 83 referrals per month, many of whom were homebound. In response to the growing demand, three online social groups were introduced: the Evening Friendship Group, Crafts & Laughs, and a Book Club. These groups have attracted 115 attendees, alongside a weekly in-person friendship group in Thurrock.

A total of 272 clients received befriender companionship, with 84 successfully transitioning to community groups and clubs.

Beyond reducing loneliness and isolation, the team also enhances clients' overall wellbeing by completing external referrals. Through initial assessments and ongoing conversations, the team has made 356 referrals to external agencies such as social services, Essex Fire Rescue Services, Hearing Help Essex, mental health services, community agents, and EWS stop smoking. These efforts have improved clients' safety and wellbeing.

FINANCIAL REVIEW

Financial position

Age Well East has been through a financially challenging period due to the current economic climate, with the reduction in available funding opportunities. We were fortunate and grateful to our Donors and Partners to start the period with a good amount of secured funding that had been awarded in previous periods, this ensured we were able to rise to the increase in demand for our services.

In the period under review 2023/2024 income totalled £1,034,473 reflecting a decrease on the previous year of 23%.

Over the period our expenses totalled £1,173,389 which included above inflation pay awards to accommodate the impact of increases in the minimum wage. To enable services to be delivered to meet the increase in demand, costs where possible were rightsized and efficiencies made which resulted in a 2.6% year on year decrease in expenditure.

Overall the net deficit for the year was (£138,916). During 2023/24 restricted reserves bought forwards of £107,330 were utilised on projects during this year as planned'.

Investment policy and objectives

There are no funds available for long term investment due to the nature of the charities current and projected cashflows. Our objective is to proactively seek and develop diverse funding sources.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

Reserves Policy

In developing Age Well East's Reserves Policy, Trustees have considered the following:

The nature of our funds

- Restricted funds: we hold a number of these in any given financial year, and they cannot form part of our free reserves.
- Unrestricted funds: also called general funds, these are funds that the charity is free to use for any purpose within the law and its objects. Collectively any balance on these funds forms our free reserves.

Income Streams

- The greater the risk that funding streams will end, the greater the need for free reserves, either to wind up or mothball activity if necessary, or to sustain it while further funding is secured.

Our analysis based on the above suggests that Age Well East needs a medium-to-high level of free reserves.

Considering the current financial position of the charity, and the analysis cited above, the Board has decided that Age Well East should hold free reserves sufficient to wind up the charity at a minimum, and aim for one month's operating costs, plus redundancy costs and £10k contingency. The calculation methodology will allow for yearly inflationary movements.

In meeting service user needs trustees acknowledge that there may be times during the year when the actual level of reserves is below the desired level, this will be identified by monthly financial reporting and that actions will be taken by management and trustees to return reserves to the desired level as soon as possible.

Going Concern

The trustees have assessed the ability of the Charity to continue as a going concern. The assessment considers the risks and uncertainties that could impact on the ability of the Charity to continue as a going concern for at least the 12-month period from approval of the financial statements.

In reaching their conclusions, trustees have reviewed draft budgets, formal forecasts, cash flow and reserves forecasts, contingency plans, and availability and liquidity of assets. The forecast has been extended beyond the minimum 12-month period required for the going concern evaluation, to March 2026. Critical to the achievement of this forecast is the ability of the Charity to identify new sources of funding and have taken a prudent approach to the likelihood of success in each element of the funding pipeline.

Going concern – key risks and uncertainties

Following cost cutting measures undertaken during 2024, the majority of costs are payroll costs which are largely predictable. However there is now very little scope for any further reduction in core costs.

The chief uncertainty and risk is around the Charity's estimate of the value of new sources of income. We have used a risk based model to make this estimate which we believe to be prudent, however it must be recognised that there remains a risk of insufficient income to support the charity as a going concern.

Going concern – conclusions

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern. The trustees have a reasonable expectation that the Charity has sufficient resources and reserves to continue in operational existence for at least 12 months from the approval of the financial statements, and therefore the going concern basis is adopted in the financial statements.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

ACKNOWLEDGEMENTS

The Board of Trustees would like to record its thanks to all the generous donors who have supported our work through the financial year.

With special thanks to:

Anne Rylands Programmes
Alliance EOL (St Helena Hospice)
Asda Foundation
B&Q Foundation
Brentwood Borough Council
Brightlingsea and District Rotary Club
CCG Frailty Strengthening Advice
CCG Partnership IAPT
Charles S French Charitable Trust
Colchester City Council
Colchester Borough Homes
CVS Tendring
Dixie Rose Findlay Charitable Trust
Elise Pilkington Trust
Essex Alliance
Essex Community Foundation
Essex County Council
Francis Winham Foundation
Garfield Weston Foundation
John Walter Wynne
Lord Belstead Charitable Trust
Masonic Charitable Foundation
Matchroom Foundation
MSE Charity
National Lottery Community Fund
National Lottery Jubilee Fund
Nationwide Building Society
NHS Suffolk and North East Essex ICB
Oak Foundation
Our Colchester Business Improvement District
Provide CIC
Rachel Margaret Hills Charitable Trust
Rank Foundation
Screwfix Foundation
Sir Jules Thorne Charitable Trust
Stanway Parish Council
The Harebell Centenary Fund
Thurrock District Council
Truemark Trust
Tudor Trust
Walter Farthing Trust

Many individuals remember us in their will or in memory of loved ones. Their generosity benefits others across Essex and we are glad to express our gratitude but do not name the donors.

We also receive many regular donations. Without the generosity of so many people, Age Well East would not be able to achieve the level of services that we currently provide, especially to those experiencing isolation, loneliness, and poverty.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure and governance.

Age Well East is a registered charity and is incorporated as a company limited by guarantee. The activities are governed by a Memorandum and Articles of Association 1 February 2011, as amended 9 May 2012, 14 April 2016, 30 October 2018, 29 August 2019, 31st December 2019, and 21 September 2021.

Trustees and organisational structure

The members of the Board of Trustees are the Trustees of the charity and are also the directors of the company for company law purposes. Trustees are elected at the Annual General Meeting of the company for a period of three years from the date of their election. They are eligible for re-election after that period, except that the Chair may serve for a maximum of six consecutive years. The board may co-opt Trustees during the year, to serve until the conclusion of the next Annual General Meeting.

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the charity commission in exercising their powers or duties. The Board of Trustees administers the charity and meets every three months. A Finance, Audit, Risk and Governance Sub Committee (FARG) and an Operations Sub-Committee meet every 3 months and report to the Board on any risks or major delivery issues.

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the charity, and a Senior Leadership Team is in place.

Induction and training of new trustees

Those wishing to become a trustee of Age Well East meet in the first instance with the Chair of the Board.

The prospective Trustee would then be formally interviewed by a minimum of two Age Well East Trustees and the Chief Executive, who make their recommendations to the Board of Trustees.

If the Board of Trustees agrees to appoint the prospective Trustee, he or she would be invited to attend a Board meeting and if all parties are in agreement the Board, then elects or co-elects until the annual general meeting.

All new Trustees meet with the Chair of the Board and the Chief executive Officer once officially appointed. In addition they offered time with each of the senior managers in order to gain a better understanding of the operational side of the charity.

Arrangements for setting pay and remuneration for key management

All job roles within Age Well East are benchmarked against the same or similar roles within the charity sector. This ensures that true and fair is provided, Age Well East remain competitive within the sector and are able to retain and recruit the best candidates for all roles. Trustee's set and approve pay for senior management.

Risk management

The risk matrix is held by and reviewed at every Finance, Audit and Risk Trustee Committee and all major risks are escalated and reviewed at the main Board of Trustees meeting quarterly. The Board can confirm the required risk processes and systems have been put in place to enable effective management and reporting.

2024 - 2027 objectives

To ensure the medium- and long-term sustainability of Age Well East the Team have devised and developed a three-year strategy covering all business-critical aspects of the operation and financial management of the charity.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

The Age Well East 2024/27 strategy is driven by our Vision, Mission, and Values which are encompassed in the strategic goals as follows:

Team

Our "One Team" philosophy is to establish a structured individual career development path which empowers staff, fosters confidence and a sense of Community, in turn, cultivating engagement within our whole organisation.

By creating a culture of Trust, inclusivity, belonging and empowerment, we aim to instil a sense of personal value and investment in every team member, motivating them to become Excellent in their roles and contribute to our collective success.

This will be validated by the achievement of World Class status via the Best Companies accreditation.

Services

This strategy offers an alternative paradigm for the services and support provided by Age Well East. This new paradigm shift is based on a different set of beliefs encapsulated within the Human Learning Systems. (HLS)

Age Well East's interpretation of and approach to the HLS in overview is as follows:

- To continue to move away from one size fits all approach to one that recognises the uniqueness of each of our clients.
- To build relationships with clients to understand their unique context and co-design a bespoke solution with them.
- To understand that client's challenges are often multifaceted and the need to move away from silo solutions and move to collaborative working with service user stakeholders within leadership structures of VCS organisations.
- To build Trust with commissioners in the HLS to ensure we have the freedom to develop services of benefit to the community and ourselves without the constraints of traditional commissioned or grant funded arrangements.

We will actively develop service user reference groups to support and bring enhanced validation to our work and development. This would involve reference groups to consult on organisational development, service user trustee roles, service user representation within interview panels and ambassadorial roles.

Communication

Internal: By 2027 the "Everyone is an ambassador" culture is living and breathing within the organisation.

External: By 2027 we will be utilising our existing resources and leveraging Trustee networks to actively raise awareness consistently and effectively.

By empowering Trustees to take a more active role and leveraging existing data for informed decision-making, we aim to identify, address, and promote the needs of our services effectively.

Additionally, we will strive to forge new connections and cultivate Ambassadors for our organisation to expand our reach and impact.

Finance

By proactively seeking diverse funding sources and avoiding reliance solely on external funding, we aim to maintain control over our budget and operations thus ensuring stability and flexibility in achieving our organisational goals.

We will have secured funding on a long-term rolling basis, minimising the likelihood of gaps and redundancies, while exploring alternative streams that provide us with budgetary autonomy.

TRUSTEES' REPORT
FOR THE YEAR ENDING 31 MARCH 2024

2027 annual targets and breakdown

- Turnover £2M
- Self-generated Income 50%
- Grant funded Income 50%
- Unrestricted income 60%
- Surplus circa £50k for reinvestment business development purposes

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Well East Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to.

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

The auditors, Griffin Chapman will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on and signed on its behalf by:

.....
N W J Avery - Trustee

AGE WELL EAST LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE WELL EAST LIMITED

Opinion

We have audited the financial statements of Age Well East Limited (the 'charity') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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.

AGE WELL EAST LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE WELL EAST LIMITED (CONTINUED)

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 contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our 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 Trustees' report.

We have nothing to report in respect of the following matters in relation to which 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.

AGE WELL EAST LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE WELL EAST LIMITED (CONTINUED)

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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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:

We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, UK financial reporting standards as issued by the Financial Reporting Council and UK taxation legislation.

We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance. We assessed the managements own identification processes and assessment of risks, to ensure internal procedures and controls would help mitigate and identify such issues.

We reviewed and tested the appropriateness of journals and other adjustments, assessed areas where judgement had been used and tested significant transactions for the appropriateness of the accounting treatment.

We enquire of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations. We reviewed legal correspondence and Trustee meeting minutes to identify any matters of fraud or non-compliance.

Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

AGE WELL EAST LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE WELL EAST LIMITED (CONTINUED)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Auditors' report.

Use of our report

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

Thomas Maddocks FCA FMAAT (Senior statutory auditor)

for and on behalf of

Griffin Chapman

Statutory Auditor and Chartered Accountants

4 & 5 The Cedars, Apex 12

Old Ipswich Road

Colchester

Essex

CO7 7QR

Date:

AGE WELL EAST LIMITED
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	4	-	50,983	50,983	38,988
Charitable activities	5	950,265	27,647	977,912	1,286,856
Investments	7	-	5,578	5,578	2,044
Total income		950,265	84,208	1,034,473	1,327,888
Expenditure on:					
Raising funds	8	404	6,090	6,494	10,365
Charitable activities	9	1,013,364	153,531	1,166,895	1,198,717
Total expenditure		1,013,768	159,621	1,173,389	1,209,082
Net (expenditure)/income		(63,503)	(75,413)	(138,916)	118,806
Transfers between funds	19	(19,008)	19,008	-	-
Net movement in funds		(82,511)	(56,405)	(138,916)	118,806
Reconciliation of funds:					
Total funds brought forward		117,660	157,182	274,842	156,036
Net movement in funds		(82,511)	(56,405)	(138,916)	118,806
Total funds carried forward		35,149	100,777	135,926	274,842

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 18 to 38 form part of these financial statements.

AGE WELL EAST LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 07517777

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Intangible assets	14	5,485	-
Tangible assets	15	32,697	52,943
		<u>38,182</u>	<u>52,943</u>
Current assets			
Debtors	16	58,232	68,584
Cash at bank and in hand		184,058	673,441
		<u>242,290</u>	<u>742,025</u>
Creditors: amounts falling due within one year	17	(144,546)	(520,126)
		<u>97,744</u>	<u>221,899</u>
Net current assets		<u>97,744</u>	<u>221,899</u>
Total assets less current liabilities		<u>135,926</u>	<u>274,842</u>
Net assets excluding pension asset		<u>135,926</u>	<u>274,842</u>
Total net assets		<u><u>135,926</u></u>	<u><u>274,842</u></u>
Charity funds			
Restricted funds	19	35,149	117,660
Unrestricted funds	19	100,777	157,182
Total funds		<u><u>135,926</u></u>	<u><u>274,842</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on and signed on their behalf by:

.....
N W J Avery

The notes on pages 18 to 38 form part of these financial statements.

AGE WELL EAST LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	(487,555)	(181,504)
Cash flows from investing activities		
Interest received	5,578	2,044
Purchase of tangible fixed assets	(7,406)	(25,010)
Net cash used in investing activities	(1,828)	(22,966)
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	(489,383)	(204,470)
Cash and cash equivalents at the beginning of the year	673,441	877,911
Cash and cash equivalents at the end of the year	184,058	673,441

The notes on pages 18 to 38 form part of these financial statements

AGE WELL EAST LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Age Well East Limited is a company limited by guarantee, registered in England and Wales, registration number 07517777. The address of the registered office is 63 North Hill, Colchester, Essex, CO1 1PX. It is also a registered charity, registration number 1142414. Further details are included in the Trustee's Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

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

Age Well East Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

AGE WELL EAST LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.2 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Voluntary income is received by way of grants and donations and is included in full when receivable.

Gift Aid recoveries on donations from individuals are recognised in the same period as the donation.

Donated services are included at the value to the charity where this can be quantified, and where they have been supplied by local businesses in the course of their normal activities. The value of services provided by volunteers has not been included in these financial statements.

AGE WELL EAST LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following basis:

Plant and machinery	-	25%	Straight line
Fixtures and fittings	-	15%	Reducing balance
Property improvements	-		Over the period of the lease

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

2. Accounting policies (continued)

2.12 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Donations	50,369	50,369	30,202
Legacies	614	614	8,786
	<u>50,983</u>	<u>50,983</u>	<u>38,988</u>
<i>Total 2023</i>	<u>38,988</u>	<u>38,988</u>	

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

5. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Income from charitable activities - Grants	658,485	10,238	668,723	974,885
Income from charitable activities - Contracts	291,780	-	291,780	295,314
Income from charitable activities - Cafe	-	17,409	17,409	16,657
	<u>950,265</u>	<u>27,647</u>	<u>977,912</u>	<u>1,286,856</u>
<i>Total 2023</i>	<u>1,270,199</u>	<u>16,657</u>	<u>1,286,856</u>	

6. Income from other trading activities

7. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Interest received	5,578	5,578	2,044
	<u>5,578</u>	<u>5,578</u>	<u>2,044</u>
<i>Total 2023</i>	<u>2,044</u>	<u>2,044</u>	

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. Expenditure on raising funds

Costs of raising voluntary income

	Restricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Finance costs	404	404	238
<i>Total 2023</i>	238	238	

Other trading expenses

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Cafe expenses	6,090	6,090	10,127
<i>Total 2023</i>	10,127	10,127	

9. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	<i>Total 2023 £</i>
Activity costs	1,013,364	153,531	1,166,895	1,198,717
<i>Total 2023</i>	1,198,717	-	1,198,717	

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

10. Analysis of expenditure by activities

	Direct costs 2024 £	Support costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Management, fundraising and support services	728,987	437,908	1,166,895	1,198,717
<i>Total 2023</i>	<u>721,847</u>	<u>476,870</u>	<u>1,198,717</u>	

Analysis of direct costs

	Direct activity costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	566,352	566,352	552,076
Depreciation	14,643	14,643	18,989
Rent & premises costs	25,494	25,494	31,067
Running costs	22,765	22,765	32,202
Travel expenses	16,836	16,836	12,900
Professional fees	7,287	7,287	35,890
Subcontractors	62,290	62,290	27,500
Insurance	9,816	9,816	8,820
Advertising & Marketing	3,504	3,504	2,403
	<u>728,987</u>	<u>728,987</u>	<u>721,847</u>
<i>Total 2023</i>	<u>721,847</u>	<u>721,847</u>	

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

10. Analysis of expenditure by activities (continued)

Analysis of support costs

	Support activity costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	327,567	327,567	367,114
Depreciation	7,524	7,524	-
Travel expenses	189	189	677
Professional fees	-	-	1,819
Bank charges	-	-	395
Office costs and IT	63,593	63,593	57,113
Training and HR costs	31,690	31,690	43,528
Governance costs	7,345	7,345	6,224
	<u>437,908</u>	<u>437,908</u>	<u>476,870</u>
<i>Total 2023</i>	<u>476,870</u>	<u>476,870</u>	

11. Auditors' remuneration

	2024 £	<i>2023 £</i>
Fees payable to the charity's auditor for the audit of the charity's annual accounts	4,500	5,500
Fees payable to the charity's auditor in respect of: All non-audit services not included above	750	725
	<u>750</u>	<u>725</u>

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

12. Staff costs

	2024	2023
	£	£
Wages and salaries	812,688	835,674
Social security costs	57,540	56,999
Contribution to defined contribution pension schemes	23,691	26,517
	893,919	919,190

Included within the above are contractual redundancy payments totalling under £5,000 made during the year.

The average number of persons employed by the charity during the year was as follows:

	2024	2023
	No.	No.
Employees	40	44

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
	No.	No.
In the band £60,001 - £70,000	2	-
In the band £70,001 - £80,000	-	1

The key management personnel of the charity comprise the trustees and the senior management team. The amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity were £261,581 (2023 : £194,474).

13. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

AGE WELL EAST LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

14. Intangible assets

	Intangible Assets £
Cost	
Additions	5,808
At 31 March 2024	<u>5,808</u>
Amortisation	
Charge for the year	323
At 31 March 2024	<u>323</u>
Net book value	
At 31 March 2024	<u><u>5,485</u></u>
At 31 March 2023	<u><u>-</u></u>

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

15. Tangible fixed assets

	Improvements to property £	Plant and machinery £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2023	38,799	90,396	8,914	138,109
Additions	-	984	614	1,598
At 31 March 2024	<u>38,799</u>	<u>91,380</u>	<u>9,528</u>	<u>139,707</u>
Depreciation				
At 1 April 2023	21,142	57,573	6,451	85,166
Charge for the year	6,638	14,365	841	21,844
At 31 March 2024	<u>27,780</u>	<u>71,938</u>	<u>7,292</u>	<u>107,010</u>
Net book value				
At 31 March 2024	<u>11,019</u>	<u>19,442</u>	<u>2,236</u>	<u>32,697</u>
At 31 March 2023	<u>17,657</u>	<u>32,823</u>	<u>2,463</u>	<u>52,943</u>

16. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	24,315	24,610
Other debtors	818	875
Prepayments and accrued income	33,099	43,099
	<u>58,232</u>	<u>68,584</u>

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

17. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	14,942	28,308
Other creditors	22,487	36,163
Accruals and deferred income	107,117	455,655
	144,546	520,126

18. Financial instruments

	2024 £	2023 £
Financial assets		
Financial assets measured at fair value through income and expenditure	25,133	25,485
Financial liabilities		
Other financial liabilities measured at fair value through income and expenditure	37,429	64,471

Financial assets measured at fair value through income and expenditure and comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors and other creditors.

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

19. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
General Funds - all funds	157,182	84,208	(159,621)	19,008	100,777
Restricted funds					
Communities	849	-	-	-	849
Building	4,663	-	-	-	4,663
Alliance End of Life	952	9,239	(9,867)	-	324
Armed Forces Covenant	879	-	(439)	-	440
Tudor Trust	1,646	35,000	(36,646)	-	-
CCG - Dementia	915	-	(784)	-	131
CCG - Frailty	16,901	8,750	(25,651)	-	-
CCG - Partnership	1,758	300,439	(301,318)	-	879
Essex Wellbeing Service	-	291,780	(291,780)	-	-
Garfield Weston	-	30,000	(30,000)	-	-
Government and Local Authorities	11,818	29,454	(40,146)	-	1,126
MSE	-	4,994	(4,994)	-	-
Nationwide	-	12,405	(12,405)	-	-
Other trusts and foundations	52,830	10,000	(36,093)	-	26,737
Suffolk & NE Essex ICB Sundowning	15,921	16,913	(32,834)	-	-
National Lottery Community Fund - Reaching Communities	681	76,365	(77,046)	-	-
National Lottery - Platinum Jubilee Fund	1,000	21,480	(22,480)	-	-
Masonic Charitable Foundation	6,847	21,667	(28,514)	-	-
The Hareball Centenary Fund	-	10,000	(10,000)	-	-
Thurrock BC Befriending	-	52,771	(52,771)	-	-
VCSE Data Matas	-	19,008	-	(19,008)	-
	<u>117,660</u>	<u>950,265</u>	<u>(1,013,768)</u>	<u>(19,008)</u>	<u>35,149</u>
Total of funds	<u><u>274,842</u></u>	<u><u>1,034,473</u></u>	<u><u>(1,173,389)</u></u>	<u><u>-</u></u>	<u><u>135,926</u></u>

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

19. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Unrestricted funds					
General Funds - all funds	145,705	141,264	(129,162)	(625)	157,182
Restricted funds					
CEO fund	-	-	(261)	261	-
Communities	935	-	(86)	-	849
Building	8,834	-	(4,168)	(3)	4,663
Veranda	561	-	(563)	2	-
Emotional Support	1	-	(366)	365	-
Alliance End of Life	-	952	-	-	952
Armed Forces Covenant	-	33,532	(32,653)	-	879
Tudor Trust	-	36,381	(34,735)	-	1,646
Catalyst	-	31,513	(31,513)	-	-
CCG - Dementia	-	915	-	-	915
CCG - Frailty	-	26,250	(9,349)	-	16,901
CCG - Partnership	-	299,561	(297,803)	-	1,758
ECC-Bereavement	-	90,000	(90,000)	-	-
ECC-COMF	-	1,051	-	-	1,051
Government & Local Authorities	-	34,405	(23,637)	-	10,768
NHS	-	21,069	(20,869)	-	200
Trusts and Foundations	-	129,589	(75,959)	-	53,630
Essex Well Being	-	295,314	(295,314)	-	-
Suffolk & NE Essex ICB Sundowning	-	19,583	(3,663)	-	15,920
ECC - Cost of living	-	32,191	(32,191)	-	-
Thurrock BC Befriending	-	52,265	(52,265)	-	-
National Lottery - Platinum Jubilee Fund	-	27,507	(27,507)	-	-
National Lottery - Community Fund Reaching Communities	-	44,546	(43,865)	-	681
Masonic Charitable Foundation	-	10,000	(3,153)	-	6,847

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

19. Statement of funds (continued)

Statement of funds - prior year (continued)

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
	10,331	1,186,624	(1,079,920)	625	117,660
Total of funds	156,036	1,327,888	(1,209,082)	-	274,842

20. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
General funds	157,182	84,208	(159,621)	19,008	100,777
Restricted funds	117,660	950,265	(1,013,768)	(19,008)	35,149
	274,842	1,034,473	(1,173,389)	-	135,926

Summary of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
General funds	145,705	141,264	(129,162)	(625)	157,182
Restricted funds	10,331	1,186,624	(1,079,920)	625	117,660
	156,036	1,327,888	(1,209,082)	-	274,842

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

21. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	12,767	19,930	32,697
Intangible fixed assets	-	5,485	5,485
Current assets	132,400	109,890	242,290
Creditors due within one year	(104,394)	(40,152)	(144,546)
Difference	(5,624)	5,624	-
Total	35,149	100,777	135,926

Analysis of net assets between funds - prior period

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	30,944	21,999	52,943
Current assets	582,228	159,797	742,025
Creditors due within one year	(495,512)	(24,614)	(520,126)
Total	117,660	157,182	274,842

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Analysis of net assets between funds (continued)

The amounts shown in the previous note which are carried forward relate to expenditure which will take place after the year-end in accordance with the terms and conditions of the grants.

The funding received is given for the various activities of the charity. The restricted grants are awarded for specific purposes and therefore expended in accordance with the terms and conditions of the award and per the timeline specified by the funder.

Funding for the year to 31 March 2024 has been received for the purposes as follows:

Alliance End of Life - In collaboration with St Helena Hospice, this funding enables us to train and support a dedicated team of qualified volunteers to provide end-of life support as Compassionate Companions, for individuals who had no one to support them at their end-of life.

Tudor Trust - this three year grant has helped us further develop our Emotional Support services and provide a range of services to people during emotionally challenging times. Including End of life support, one to one bereavement support and group bereavement support. We have made an immediate, practical, and long-lasting positive impact on the lives of those who need our support. Reducing pressure on acute services through concentrated, targeted emotional support.

CCG Partnership - is an ongoing collaborative partnership with EPUT, ESNEFT and CCG to provide holistic mental wellbeing support for an increasing number of people in later years experiencing mental health issues for the first time. This funding enables us to provide dedicated telephone and one-to-one early intervention support within the community and make referrals towards appropriate clinical services to reduce new presentations to impact emergency services and escalations in mental declines towards acute inpatient services.

Governments and Local Authorities - Various smaller grants were received from the Government and Local Authorities to support the delivery of our core services.

Trusts and Foundations - Various smaller grants were received from the Government and Local Authorities to support the delivery of our core services.

Essex Well Being Contract - this is a 5 year contract to offer community friendship services to anyone in Essex who is over 18, with the aim to end loneliness. They provide one to one volunteer friendship (Befriending), pen friending and access to social groups and activities to empower people to live well.

Suffolk & NE Essex ICB Sundowning - This grant is funding a pilot scheme allowing two Age Well East dementia co-ordinators covering two wards each at Colchester Hospital, four wards in total for 56 hours per week providing a person centred approach to wellbeing and a supported mental and physical activity program to decrease anxiety and reduce triggers. This scheme ended early during the year due to differing objectives to Colchester hospital.

Thurrock BC Befriending - this grant enables Age Well East to Offer a befriending service to Thurrock Borough residents who are lonely and possibly suffering isolation from the community. Support includes face to face visits in the home, community companions and weekly telephone calls.

National Lottery Platinum Jubilee Fund - Age Well East were able to mark the significant National moment of the Queens Platinum Jubilee, we hosted community celebrations, creative workshops and legacy building activities to bring our diverse Northeast Essex communities together.

National Lottery Community Fund Reaching Communities - This grant supports our advice service to help remove financial burdens for people and avert declining physical and mental health. It provides the

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

21. Analysis of net assets between funds (continued)

means to maintain independence and prevent longer-term and more acute decline through timely advice and accurate completion of lengthy complex forms for income/health related entitlements.

We aim to empower people towards increased levels of self-managing their circumstances, through coaching with digital-forms and processes, through to accessing the things which enable people to sustain independent living, such as home help and funding available to pay for it.

Masonic Charitable Foundation - This grant enables Age Well East to offer holistic advice and welfare support to those aged 60+ who are socially disadvantaged and/or living with long term health conditions and disabilities, experiencing hardships that obstruct social connection and community engagement.

Garfield Weston Foundation - this grant is to support the central team salary costs for our core support services, fundraising and to grow and improve the IT infrastructure and digital communications.

Nationwide Building Society - this grant is to support the delivery of core welfare and advice services in the local community.

The Hareball Centenary Fund - this grant is to support the delivery of core welfare and advice services in the local community.

VCSE Data Matas - this grant was for updating IT systems, databases and data security, the grant was not fully utilised during the previous year so a proportion was provided to be returned. It was determined that this was not required and the balance of funds could be allocated against other projects of a similar nature.

22. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income/expenditure for the period (as per Statement of Financial Activities)	(138,916)	118,806
Adjustments for:		
Depreciation charges	21,844	18,989
Amortisation charges	323	-
Interest received	(5,578)	(2,044)
Decrease in debtors	10,352	131,192
Decrease in creditors	(375,580)	(448,447)
Net cash used in operating activities	(487,555)	(181,504)

AGE WELL EAST LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

23. Analysis of cash and cash equivalents

	2024	2023
	£	£
Cash in hand	184,058	673,441
Total cash and cash equivalents	184,058	673,441

24. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	673,441	(489,383)	184,058
	673,441	(489,383)	184,058

25. Pension commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £23,691 (2023 - £26,517) at the year end £3,559 (2023- £3,348) were outstanding, payable to the fund and are included in creditors.

26. Operating lease commitments

At 31 March 2024 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Not later than 1 year	6,000	12,000

27. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

AGE WELL EAST LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

28. Related party transactions

During the year the charity received £nil grants (2023 : £834) from donors whose trustees include a trustee of Age Well East Ltd.

The charity leases its premises at 63 North Hill from a trustee. The rent paid in the year was £12,000 (2023 : £12,000).

Age Well East Ltd

England & Wales - Charity number 1142414

Accounts

REGISTERED COMPANY NUMBER: 07517777 (England and Wales)
REGISTERED CHARITY NUMBER: 1142414

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
AGE WELL EAST LIMITED**

TC Group
7 Kings Court
Newcomen Way
Colchester
Essex
CO4 9RA

AGE WELL EAST LIMITED

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FOR THE YEAR ENDED 31 MARCH 2023**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit:

In setting objectives, developing strategies and undertaking activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Vision

To be the go-to place for people to feel connected, informed and included as they grow older.

Mission

To support and empower people to age well.

Values

Trust, Excellence, Community.

ACHIEVEMENT AND PERFORMANCE

Annual overview

The last 12 months have been groundbreaking for Age Well East. As of April 2022, The Essex Wellbeing Service Contract was successfully launched which enabled our Befriending Service to operate Essex wide (except for Southend and Thurrock). In addition, the team mobilised another Befriending Contract in Thurrock and a Bereavement Project in Northeast Essex.

As a direct result of the significant changes that occurred within the last year the Age Well East Team has grown to circa 38 employees. We are extremely proud of the Teams individual and collective expertise, professionalism, passion and commitment to our Mission, Vision, and Values.

As a result, the Team have delivered the following:

Welfare and Advice Service

Age Well East supported 3,333 clients across Essex through 4300 cases or activities. As people emerged from the Pandemic many were faced with increased costs of living, physical and health impacts of Covid19 and growing housing insecurity which has led to increasingly complex requests for assistance. The level of support provided through the service kept pace with the accelerated demand of the previous year with continued growth of 1% more client's approaching the service than the previous year.

OBJECTIVES AND ACTIVITIES

Welfare and advice

825 people (up 1% on 2021/22) affected by financial deprivation & declining health were assisted to increase annual collective incomes through benefits & entitlements by £1,400,000 (8% up on 2021/22) via Disability Living Allowances, Attendance Allowance, Personal Independence Payments, Pension Credit & Housing Benefit.

226 people (up 20% on 2021/22) to access Blue Badge 230 disabled parking permits.

229 people (level with 2021/22) with 236 income & eligible benefits checks.

1,121 support cases: 825 (74%) identified as new problems and another 158 (14%) said they couldn't access help with these problems elsewhere, awarding us a year-end client satisfaction of 93%.

Dementia Services

During 2022/23 our provision has expanded, but we have remained focused on supporting anyone who is affected by dementia. We have continued to offer Dementia advice and information to anyone in need of support, have delivered Dementia Awareness sessions and supported organisations to become Dementia Friendly in our role as Chair of the Tendring Dementia Friendly Community (formerly Dementia Action Alliance). In addition to this we have an agreement with Essex County Council that enables us to undertake assessments for Hidden Disability Blue Badges.

We are also currently running a pilot 'Sundowning Project' based at Colchester General Hospital, providing activity to those who have been admitted to a general ward but who are also living with Dementia and most recently we have taken over the Dementia Information visits which, following a referral from the Memory Monitoring Service, are designed to inform people of the support and services that are available to them following a diagnosis of Dementia.

Bereavement and End of Life

In 2022/23 we were awarded a one-year contract to provide informal bereavement support to people across Northeast Essex by Essex County Council. We delivered bereavement support to ninety-one individuals and facilitated four bereavement peer support groups across Colchester and Tendring. We also introduced two online groups, one is a men's only group and the second was an all-age group. We continue to take an active role in the NE Essex end-of-life board. We have recently secured funding for a joint project with St Helena to focus on transformation of Bereavement support across NE Essex.

Mental Wellbeing

This year our service has evolved further to support those people living with more complex mental health needs across our community. Through close working with local therapeutic services and providers of acute support including the Crisis Café our service assisted 46 people through support sessions to prevent crisis following impacts of pain management, carer breakdown, anxiety and depression, trauma and more. Overall, we assisted 75 people to navigate a way through their difficulties with 10 people moving on to access to therapy or, following a period of stability, a further 10 people towards social reconnection and positive activities within the community through groups, clubs and activities.

Inbound team

Our Inbound Service experienced growth in demand in 2022/23 and dealt with over 8,500 queries. As well as phone calls the team grew the webchat function through the website and dealt with 799 chats resolving peoples queries immediately. The service expanded across Essex (excluding Southend) and grew the range of events detailed on the website. Requests for information were far ranging and included clubs and activities, local support, care information, housing, legal and recommendations for safe and vetted trades people.

Groups and Activities

Our communities team delivered groups both in the Veranda on North Hill and within the community including Brightlingsea, Greenstead, Stanway, Witham and more. The clubs cover a range of hobbies and interests to suit the needs of the community. These include but are not limited to friendship clubs, seated exercise, dementia café's, knit & Natter, social lunches, art club and games group. We ran 778 clubs in our centre and the community, which had a total of 7,288 attendances.

OBJECTIVES AND ACTIVITIES

Befriending

The befriending service has experienced significant growth and success in 2022-2023, and we now offer a variety of friendship opportunities to our clients. We currently have 230 dedicated volunteers actively providing companionship and support to our clients, with an additional 125 potential volunteers in the onboarding process. The introduction of peer-to-peer linking has been particularly successful in establishing companionship among clients, freeing volunteers to support those who are housebound and unable to access their community. Working in collaboration with our EWS partners, our befriending team has positively impacted over 1000 clients, effectively reducing loneliness and isolation. This progress underscores the vital role our service plays in our community's well-being, and we look forward to continuing this impactful journey.

FINANCIAL REVIEW

Financial position

Age Well East continued a period of sustained growth due to the strong support from our donors and partners. In 2022/23 we raised a total of £1327,888 which is 71% increase compared to the prior year (2021/22: £775,649).

Over that period, we spent a total of £1209,082, an increase of 56% compared to prior year (2021/22: £771,685). This is largely due to an increase in charitable activities (i.e. Befriending, Advice Services and Dementia, Bereavement). We also had an increase in support services expenditure, as we increased the team to support the charity's growth through the year and into 2023/24 with a large contract award with Essex County Council through Provide for the Essex Wellbeing Service.

Overall net charity income was £118,806, however £107,330 was in respect of restricted income to be utilised in 2023/2024 as detailed in note 16 of the financial statements, leaving an unrestricted surplus of £11,476.

Investment policy and objectives

There are no funds available for long term investment due to the nature of the charities current and projected cashflows. This will continue to be reviewed in line with any surplus that is created.

Reserves Policy

The period under review began with the charity holding unrestricted reserves of £145,705 which had increased to £157,181 by the end of the year. The trustees are of the opinion that the existing designation of funds and the amount allocated to general reserves will be adequate to maintain a satisfactory position for the charity in 2023/24.

In line with our new reserves policy the charity has adjusted the minimum unrestricted reserves on the 1st August 2023 to £146,057.

This will continue to be reviewed by the trustees in line with planned growth and adjusted accordingly.

FINANCIAL REVIEW

ACKNOWLEDGEMENTS

The Board of Trustees would like to record its thanks to all the generous donors who have supported our work through the financial year.

With special thanks to

Annie Tranmer Charitable Trust	Masonic Charitable Foundation
Ardwick Trust	Mistley Parish Council
Armed Forces Covenant	MSE Charity
Asda Foundation	National Lottery
B&Q Foundation	Nationwide Building Society
Bradfield Parish Council	North East Essex CCG / ICS
Brentwood Borough Council	Oak Foundation
Chapman Charitable Trust CCT	Ogilvie Charities
Charis Trust	Our Colchester Business Improvement District
Charles S French Charitable Trust	Out There Media
Colchester Borough Council	Percy Bilton Charity
Colchester Catalyst Charity	Provide CIC
Colin N Bennett Charitable Trust	Rotary Club of Colchester
Community 360	Screwfix Foundation
CVS Tendring	Sport England
Dixie Rose Findlay Charitable Trust	St Helena Hospice
Elise Pilkington Trust	St Lukes Church Tolleshunt Knights & Tiptree PCC
Essex Alliance	St Peters PCC
Essex Community Foundation	Stanway Parish Council
Essex County Council	Sylvia Waddilove Foundation
Frank Litchfield General Charitable Trust	Thorrington Parish Council
FSJ Trust	Thurrock District Council
Garfield Weston Foundation	Truemark Trust
Gosling Foundation	Tudor Trust
Hiscox Foundation	Veterans Foundation
Jacqueline Budenburg	Walter Farthing Trust
John Walter Wynne	Woodroffe Benton Foundation
Lord Belstead Charitable Trust	

Many individuals remember us in their will or in memory of loved ones. Their generosity benefits others across Essex and we are glad to express our gratitude but do not name the donors.

We also receive many regular donations. Without the generosity of so many people, Age Well East would not be able to achieve the level of services that we currently provide, especially to those experiencing isolation, loneliness, and poverty.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure and governance

Age Well East is a registered charity and is incorporated as a company limited by guarantee. The activities are governed by a Memorandum and Articles of Association 1 February 2011, as amended 9 May 2012, 14 April 2016, 30 October 2018, 29th August 2019, 31st December 2019 and 21st September 2021

Trustees and organisational structure

The members of the Board of Trustees are the Trustees of the charity and are also the directors of the company for company law purposes. Trustees are elected at the Annual General Meeting of the company for a period of three years from the date of their election. They are eligible for re-election after that period, except that the Chair may serve for a maximum of six consecutive years. The board may co-opt Trustees during the year, to serve until the conclusion of the next Annual General Meeting.

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the charity commission in exercising their powers or duties. The Board of Trustees administers the charity and meets every three months. A Finance, Audit, Risk and Governance Sub Committee (FARG) and an Operations Sub-Committee meet every 3 months and report to the Board on any risks or major delivery issues.

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the charity and a Senior Leadership Team is in place.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

Those wishing to become a Trustee of Age Well East meet in the first instance with the Chair of the Board.

The prospective Trustee would then be formally interviewed by a minimum of two Age Well East Trustees and the Chief Executive, who then make their recommendations to the full Board of Trustees.

If the Board of Trustees agrees to appoint the prospective Trustee, he or she would be invited to attend a Board meeting and if all parties are in agreement the Board, then elects or co-elects until the annual general meeting.

All new Trustees meet with the Chair of the Board and the Chief Executive Officer once officially appointed. In addition, they are offered time with each of the senior managers in order to gain a better understanding of the operational side of the charity.

Arrangements for setting pay and remuneration for key management.

All job roles within Age Well East are benchmarked against the same or similar roles within the charity sector. This ensures that true and fair pay is provided, Age Well East remain competitive within the sector and are able to retain and or recruit the best candidates for all roles. Trustee's set and approve pay for senior management.

Risk management

The risk matrix is held by and reviewed at every Finance, Audit, Risk and Governance Trustee Committee and all major risks are escalated and reviewed at the main Board of Trustees meeting quarterly. The Board can confirm the required risk processes and systems have been put in place to enable effective management and reporting.

The significant areas that pose major risk are as follows:

- Loss of funding for major grant projects
- Competitors
- Fundraising
- Volunteers

In order to minimise the above risks, actions have been taken that would reduce the scoring and significance impact. An example of this is the addition of the new role of Volunteer Coordinator who will be directly responsible for the recruitment and retention of all Volunteers.

2023/24 objectives

Age Well East have embraced the seismic shift in the day-to-day operations of the charity that occurred in 2022/23 and have used these as a springboard to further grow and develop the charity in 2023/24.

The Age Well East Business Plan 2023/24 is driven by our Vision, Mission, and Values which are encompassed in the strategic goals as follows:

- Priority #1 Build a High Performing Team and Embed the 1Team Ethos.
 - Work towards the achievement of Best Company accreditation Level 1
 - Devise and deliver an organisation wide Communications Plan
 - Embed the Age Well East Values at every touch point in the employee journey
- Priority #2 Deliver financial and contractual compliance.
 - Achieve the 2023/24 budget and all quantitative and qualitative KPIs
 - Consolidate Community and Bereavement Services. Extend the Dementia Services in North - East Essex, expand Advice and Welfare Services across Essex
 - Retain ISO9001 and 27001 accreditation
- Priority #3 Consistently deliver an exceptional Client and Partner Experience
 - Achieve a Client Net Promotor Score of 35 - 40
 - Adopt a Client centric ethos ensuring the User Voice is represented in all areas of our work
 - Devise and deliver a Partnership Plan to maximise the potential of all joint working opportunities

STRUCTURE, GOVERNANCE AND MANAGEMENT

Senior Leadership Team

CEO

Simon Prestney (Resigned November 2022)

Tom Harrison (Appointed in December 2022)

Deputy CEO

Sarah M McLoughlin (Appointed December 2022)

CEO Executive Assistant

Claire Putman

Heads of Department

Alison Cokeley-Clarke (resigned January 2023)

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07517777 (England and Wales)

Registered Charity number

1142414

Registered office

63 North Hill

Colchester

Essex

CO1 1PX

Trustees

Chair

N W J Avery

Company Secretary

C J Andrews

Treasurer

J A Wiggins

Trustees

C N Bennett

E Bloomfield

S Britter (resigned 3.08.2022)

A Georgeson

V M Loaiza (resigned 01.08.23)

E L L McCullagh (appointed 02.05.23)

A Reeves (resigned 4.05.2022)

A K Sheppard (appointed 22.11.22, resigned 01.08.23)

T P B Singh

M J G Watkins (appointed 21.09.2021, resigned 3.08.2022)

S White (appointed 3.08.2022)

Ann Reeves and Su Britter stepped down during the period covered by this report. The board would like to record its thanks to both for their contribution over a number of years.

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

TC Group
7 Kings Court
Newcomen Way
Colchester
Essex
CO4 9RA

Bankers

The Co-operative Bank plc
Delf House
Southway
Skelmersdale
WN8 6WT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Well East Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

The auditors, TC Group, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 21 November 2023 and signed on its behalf by:

Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE WELL EAST LIMITED

Opinion

We have audited the financial statements of Age Well East Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other Matter

The financial statements for the year ended 31st March 2022 were not audited.

Other information

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE WELL EAST LIMITED

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and trustees and reviewed supporting documentation, concerning the charity's policies and procedures relating to:
 - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of trustees meetings.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity.
- We communicated applicable laws and regulations throughout the audit team.
- We reviewed the the financial statement disclosures disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical review procedures to identify any unusual or unexpected relationships.
- We reviewed and tested the appropriateness of journals and other adjustments, assessed areas where judgment had been used and tested significant transactions for the appropriateness of the accounting treatment.

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE WELL EAST LIMITED**

Use of our report

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

Jacqueline Frost (Senior Statutory Auditor)
for and on behalf of TC Group
7 Kings Court
Newcomen Way
Colchester
Essex
CO4 9RA

14 December 2023

AGE WELL EAST LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	112,268	381,607	493,875	230,823
Charitable activities					
Advice services	4	10,296	221,043	231,339	111,769
Communities		7,277	375,202	382,479	237,694
Veranda		9,355	44,120	53,475	41,393
Bereavement support		-	96,254	96,254	63,181
Inbound Support		25	68,397	68,422	90,707
Investment income	3	2,044	-	2,044	82
Total		141,265	1,186,623	1,327,888	775,649
EXPENDITURE ON					
Raising funds	5	9,914	451	10,365	5,914
Charitable activities					
Advice services	6	32,679	261,987	294,666	175,664
Communities		51,052	564,367	615,419	371,570
Veranda		5,581	56,258	61,839	46,082
Bereavement support		25,561	108,980	134,541	81,130
Inbound Support		4,377	87,875	92,252	91,325
Total		129,164	1,079,918	1,209,082	771,685
NET INCOME		12,101	106,705	118,806	3,964
Transfers between funds	16	(625)	625	-	-
Net movement in funds		11,476	107,330	118,806	3,964
RECONCILIATION OF FUNDS					
Total funds brought forward		145,705	10,331	156,036	152,072
TOTAL FUNDS CARRIED FORWARD		157,181	117,661	274,842	156,036

The notes form part of these financial statements

AGE WELL EAST LIMITED

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	12	21,999	30,944	52,943	46,922
CURRENT ASSETS					
Debtors	13	43,099	25,485	68,584	199,776
Cash at bank		116,698	556,743	673,441	877,911
		<u>159,797</u>	<u>582,228</u>	<u>742,025</u>	1,077,687
CREDITORS					
Amounts falling due within one year	14	(24,614)	(495,512)	(520,126)	(968,573)
NET CURRENT ASSETS		<u>135,183</u>	<u>86,716</u>	<u>221,899</u>	109,114
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>157,182</u>	<u>117,660</u>	<u>274,842</u>	156,036
NET ASSETS/(LIABILITIES)		<u><u>157,182</u></u>	<u><u>117,660</u></u>	<u><u>274,842</u></u>	<u><u>156,036</u></u>
FUNDS	16				
Unrestricted funds				157,182	145,705
Restricted funds				117,660	10,331
TOTAL FUNDS				<u><u>274,842</u></u>	<u><u>156,036</u></u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 21 November 2023 and were signed on its behalf by:

Trustee

AGE WELL EAST LIMITED

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(181,504)</u>	<u>333,628</u>
Net cash (used in)/provided by operating activities		<u>(181,504)</u>	<u>333,628</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(25,010)</u>	<u>(17,197)</u>
Interest received		<u>2,044</u>	<u>82</u>
Net cash used in investing activities		<u>(22,966)</u>	<u>(17,115)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>877,911</u>	<u>561,398</u>
Cash and cash equivalents at the end of the reporting period		<u><u>673,441</u></u>	<u><u>877,911</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	31.3.23		31.3.22
	£		£
Net income for the reporting period (as per the Statement of Financial Activities)	118,806		3,964
Adjustments for:			
Depreciation charges	18,989		20,192
Interest received	(2,044)		(82)
Decrease/(increase) in debtors	131,192		(185,857)
(Decrease)/increase in creditors	(448,447)		495,411
Net cash (used in)/provided by operations	(181,504)		333,628
	<u><u> </u></u>		<u><u> </u></u>
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank	877,911	(204,470)	673,441
	<u> </u>	<u> </u>	<u> </u>
	877,911	(204,470)	673,441
	<u> </u>	<u> </u>	<u> </u>
Total	877,911	(204,470)	673,441
	<u><u> </u></u>	<u><u> </u></u>	<u><u> </u></u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

The charity's functional and presentational currency is the pound sterling, and the financial statements are rounded to the nearest pound.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

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

The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants and donations and is included in full when receivable.

Gift Aid recoveries on donations from individuals are recognised in the same period as the donation.

Legacy income is included when it is probable that it will be received. Receipt is normally probable when:

- there has been grant of probate;
- the executors have established that there are sufficient assets in the estate, after settling any liabilities, to pay the legacy; and
- any conditions attached to the legacy are either within the control of the charity or have been met.'

Grants are recognised on receipt, unless the grants include performance or time related conditions, in which case income is recognised as these conditions are met. Income received relating to unmet performance or time related conditions is carried forward in deferred income.

Government grants received in connection with the Covid-19 pandemic to cover furloughed employees (CJRS grants) are recognised in donations under the normal recognition criteria.

Donated services are included at the value to the charity where this can be quantified, and where they have been supplied by local businesses in the course of their normal activities. The value of services provided by volunteers has not been included in these financial statements.

Investment income is included when receivable.

Expenditure

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

Allocation and apportionment of costs

Direct costs are allocated against activities as incurred. Other costs have been apportioned over the activities inline with time spent on those activities by employees in supporting roles.

Tangible fixed assets

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

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Improvements to property	- Period of lease
Plant and machinery	- 25% on cost
Fixtures and fittings	- 15% on reducing balance

Tangible fixed assets are recorded at cost less accumulated depreciation. Depreciation is provided at the following annual rates to write off each asset over its estimated useful life:

Improvements to property	- period of lease
Plant & machinery	- 25% on cost
Fixtures & fittings	- 15% on reducing balance

Taxation

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

Donated goods and services

Donated goods and services are recognised in the financial statements when: control over the expected economic benefits that flow from the donation has passed to the charity and any performance-related conditions attached to the donation have been fully met: it is more likely than not that the economic benefits associated with the donated item will flow to the charity: the fair value or value to the charity of the donated item can be measured reliably.

Debtors

Debtors are initially measured at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Debtors classified as receivable within one year are not amortised.

Creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Deferred income

Deferred income represents grant income received that cannot be recognised as income, as the charity has not met performance related or time related conditions set by the donor.

Termination payments

Termination benefits are measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

The costs of termination payments in the year are included in support costs, and are allocated across the charity's activities in accordance with the accounting policy re the allocation of support costs.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**2. DONATIONS AND LEGACIES**

	31.3.23	31.3.22
	£	£
Donations	30,202	20,107
Legacies	8,786	2,115
Grants	454,887	208,601
	<u>493,875</u>	<u>230,823</u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	2,044	82
	<u>2,044</u>	<u>82</u>

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.23	31.3.22
	Activity	£	£
Grants	Advice services	231,339	111,769
Cafe income	Communities	7,277	5,282
Grants	Communities	375,202	232,412
Cafe income	Veranda	9,355	13,077
Grants	Veranda	44,120	28,316
Grants	Bereavement support	96,254	63,181
Cafe income	Inbound Support	25	-
Grants	Inbound Support	68,397	90,707
		<u>831,969</u>	<u>544,744</u>

5. RAISING FUNDS**Raising donations and legacies**

	31.3.23	31.3.22
	£	£
Sundries	238	204
	<u>238</u>	<u>204</u>

Other trading activities

	31.3.23	31.3.22
	£	£
Purchases	10,127	5,710
	<u>10,127</u>	<u>5,710</u>
Aggregate amounts	<u>10,365</u>	<u>5,914</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice services	173,659	121,007	294,666
Communities	359,278	256,141	615,419
Veranda	29,077	32,762	61,839
Bereavement support	92,295	42,246	134,541
Inbound Support	67,538	24,714	92,252
	<u>721,847</u>	<u>476,870</u>	<u>1,198,717</u>

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Advice services	96,097	70	15,177
Communities	195,894	122	31,519
Veranda	29,569	173	1,118
Bereavement support	29,569	18	5,388
Inbound Support	18,481	12	3,911
	<u>369,610</u>	<u>395</u>	<u>57,113</u>
	Human resources £	Governance costs £	Totals £
Advice services	8,045	1,618	121,007
Communities	25,307	3,299	256,141
Veranda	1,404	498	32,762
Bereavement support	6,773	498	42,246
Inbound Support	1,999	311	24,714
	<u>43,528</u>	<u>6,224</u>	<u>476,870</u>

8. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Depreciation - owned assets	18,989	20,192
Operating leases payments - rent	12,000	12,000
Independent Examiner's fees - Independent Examination	-	2,472
Independent Examiner's fees - other services	-	510
Auditor's remuneration - audit fees	5,500	-
Auditor's remuneration - non-audit fees	725	-
	<u>31,214</u>	<u>35,174</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

10. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	835,674	545,157
Social security costs	56,999	34,486
Other pension costs	26,517	19,407
	<u>919,190</u>	<u>599,050</u>

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

	31.3.23	31.3.22
Leadership	1	1
Charity Support	5	7
Fundraising	6	1
Advice services	7	5
Communities	16	12
Bereavement support	4	3
Veranda	2	2
Inbound support	3	2
	<u>44</u>	<u>33</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.23	31.3.22
£70,001 - £80,000	1	-
	<u>1</u>	<u>-</u>

The full time equivalent number of employees was 34.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	68,573	162,250	230,823
Charitable activities			
Advice services	-	111,769	111,769
Communities	5,282	232,412	237,694
Veranda	13,077	28,316	41,393
Bereavement support	-	63,181	63,181
Inbound Support	-	90,707	90,707
Investment income	82	-	82
Total	<u>87,014</u>	<u>688,635</u>	<u>775,649</u>

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Raising funds	5,914	-	5,914
Charitable activities			
Advice services	11,823	163,841	175,664
Communities	38,736	332,834	371,570
Veranda	11,595	34,487	46,082
Bereavement support	3,023	78,107	81,130
Inbound Support	2,501	88,824	91,325
Total	<u>73,592</u>	<u>698,093</u>	<u>771,685</u>
NET INCOME/(EXPENDITURE)	13,422	(9,458)	3,964
Transfers between funds	(1,052)	1,052	-
Net movement in funds	12,370	(8,406)	3,964
RECONCILIATION OF FUNDS			
Total funds brought forward	133,335	18,737	152,072
TOTAL FUNDS CARRIED FORWARD	<u><u>145,705</u></u>	<u><u>10,331</u></u>	<u><u>156,036</u></u>

12. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1 April 2022	30,764	73,421	8,914	113,099
Additions	8,035	16,975	-	25,010
At 31 March 2023	<u>38,799</u>	<u>90,396</u>	<u>8,914</u>	<u>138,109</u>
DEPRECIATION				
At 1 April 2022	16,461	44,056	5,660	66,177
Charge for year	4,681	13,517	791	18,989
At 31 March 2023	<u>21,142</u>	<u>57,573</u>	<u>6,451</u>	<u>85,166</u>
NET BOOK VALUE				
At 31 March 2023	<u>17,657</u>	<u>32,823</u>	<u>2,463</u>	<u>52,943</u>
At 31 March 2022	<u>14,303</u>	<u>29,365</u>	<u>3,254</u>	<u>46,922</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	24,610	137,500
Other debtors	875	-
Prepayments and accrued income	43,099	62,276
	<u>68,584</u>	<u>199,776</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	28,308	24,487
Other creditors	36,163	14,114
Accrued expenses	6,000	4,340
Deferred income	449,655	925,632
	<u>520,126</u>	<u>968,573</u>

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.23	31.3.22
	£	£
Within one year	12,000	12,000
Between one and five years	-	12,000
	<u>12,000</u>	<u>24,000</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

16. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	145,705	12,102	(625)	157,182
Restricted funds				
CEO fund	-	(261)	261	-
Communities	935	(86)	-	849
Building	8,834	(4,168)	(3)	4,663
Veranda	561	(563)	2	-
Emotional Support	1	(366)	365	-
Alliance End of Life	-	952	-	952
Armed Forces Covenant	-	879	-	879
Tudor Trust	-	1,646	-	1,646
CCG - Dementia	-	915	-	915
CCG - Frailty	-	16,901	-	16,901
CCG - Partnership	-	1,758	-	1,758
ECC - COMF	-	1,051	-	1,051
Government & Local Authorities	-	10,768	-	10,768
NHS	-	200	-	200
Trusts and Foundations	-	53,630	-	53,630
Suffolk & NE Essex ICB Sundowning	-	15,920	-	15,920
National Lotter Community Fund Reaching Communities	-	681	-	681
Masonic Charitable Foundation	-	6,847	-	6,847
	<u>10,331</u>	<u>106,704</u>	<u>625</u>	<u>117,660</u>
TOTAL FUNDS	<u>156,036</u>	<u>118,806</u>	<u>-</u>	<u>274,842</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	141,264	(129,162)	12,102
Restricted funds			
CEO fund	-	(261)	(261)
Communities	-	(86)	(86)
Building	-	(4,168)	(4,168)
Veranda	-	(563)	(563)
Emotional Support	-	(366)	(366)
Alliance End of Life	952	-	952
Armed Forces Covenant	33,532	(32,653)	879
Tudor Trust	36,381	(34,735)	1,646
Catalyst	31,513	(31,513)	-
CCG - Dementia	915	-	915
CCG - Frailty	26,250	(9,349)	16,901
CCG - Partnership	299,561	(297,803)	1,758
ECC - Bereavement	90,000	(90,000)	-
ECC - COMF	1,051	-	1,051
Government & Local Authorities	34,405	(23,637)	10,768
NHS	21,069	(20,869)	200
Trusts and Foundations	129,589	(75,959)	53,630
Essex Well Being	295,314	(295,314)	-
Suffolk & NE Essex ICB Sundowning	19,583	(3,663)	15,920
ECC - Cost of living	32,191	(32,191)	-
Thurrock BC Befriending	52,265	(52,265)	-
National Lottery Platinum Jubilee	27,507	(27,507)	-
National Lotter Community Fund Reaching Communities	44,546	(43,865)	681
Masonic Charitable Foundation	10,000	(3,153)	6,847
	<u>1,186,624</u>	<u>(1,079,920)</u>	<u>106,704</u>
TOTAL FUNDS	<u>1,327,888</u>	<u>(1,209,082)</u>	<u>118,806</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	133,335	13,422	(1,052)	145,705
Restricted funds				
CEO fund	82	(375)	293	-
Communities	1,428	(493)	-	935
Building	15,259	(6,425)	-	8,834
Veranda	1,968	(1,407)	-	561
Emotional Support	-	(758)	759	1
	<u>18,737</u>	<u>(9,458)</u>	<u>1,052</u>	<u>10,331</u>
TOTAL FUNDS	<u>152,072</u>	<u>3,964</u>	<u>-</u>	<u>156,036</u>

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	87,014	(73,592)	13,422
Restricted funds			
CEO fund	-	(375)	(375)
Communities	-	(493)	(493)
Building	-	(6,425)	(6,425)
Veranda	-	(1,407)	(1,407)
Emotional Support	-	(758)	(758)
Alliance End of Life	52,958	(52,958)	-
Armed Forces Covenant	36,467	(36,467)	-
Catalyst	37,107	(37,107)	-
CCG - Dementia	27,000	(27,000)	-
CCG - Partnership	297,991	(297,991)	-
ECC - COMF	43,168	(43,168)	-
Government & Local Authorities	43,063	(43,063)	-
NHS	27,248	(27,248)	-
Trusts and Foundations	103,633	(103,633)	-
ECF Essex Covid Response	20,000	(20,000)	-
	<u>688,635</u>	<u>(698,093)</u>	<u>(9,458)</u>
TOTAL FUNDS	<u><u>775,649</u></u>	<u><u>(771,685)</u></u>	<u><u>3,964</u></u>

Designated Fund

The designated funds have been set aside to cover estimated costs on contractual commitments.

Restricted Funds**Alliance End of Life**

In collaboration with St Helena Hospice, this funding enables us to train and support a dedicated team of qualified volunteers to provide end-of-life support as Compassionate Companions, for individuals who have no one to support them at their end of life.

Armed Forces Covenant

A multi-year socialisation project providing holistic support for Veterans in later years within our Garrison community, including those living with dementia and their family carers. Funding enables dedicated friendship groups, telephone and face-to-face befriending alongside facilitated peer-to-peer contact with local ex-servicemen of other Veteran organisations provides regular social connection for those who are at increased risk of isolation, feelings of loneliness, and potential suicide idealisation within Colchester and Harwich.

Tudor Trust

This three year grant has helped us to further develop our Emotional Support services and provide a range of services to people during emotionally challenging times. Including End of life support, one to one bereavement support and group bereavement support.

We have made an immediate, practical, and long-lasting positive impact on the lives of those who need our support. Reducing pressure on acute services through concentrated, targeted emotional support.

Colchester Catalyst

16. MOVEMENT IN FUNDS - continued

This grant facilitated the recruitment of a Befriending and Friendship Clubs Manager to develop our befriending team, increase volunteers, establish new community clubs, and forge new community networks. The outcomes generated via this new role collectively enabled us to reach and empower over 300 more vulnerable people to overcome their feelings of loneliness and isolation across North East Essex.

CCG Partnership

An ongoing collaborative partnership with EPUT, ESNEFT and CCG to provide holistic mental wellbeing support for an increasing number of people in later years experiencing mental health issues for the first time. This funding enables us to provide dedicated telephone and one-to-one early intervention support within the community and make referrals towards appropriate clinical services to reduce new presentations to impacted emergency services, and escalations in mental declines towards acute inpatient services.

ECC Solution Focussed Bereavement Support

We have been able to deliver support to people who are struggling to deal with grief and bereavement in the Colchester and Tendring areas. To strengthen the offer of bereavement support to residents that are struggling with grief.

People have been able to access the support in a way that suits them either face to face in person or on-line or a combination of both, and in a group format.

Government and Local Authorities

Various smaller grants received from Government and Local Authorities (less than £20,000).

NHS

Various smaller grants received from NHS (less than £20,000).

Trusts and Foundations

Various smaller grants received from Trusts and Foundations (less than £20,000).

Essex Well Being

With this five year grant, Age Well East has been able to offer community friendship services to anyone in Essex who is over 18 with an aim to end loneliness. They provide one to one volunteer friendship (befriending), pen friending and access to social groups and activities to empower people to live well.

Suffolk & NE Essex ICB Sundowning

This grant is funding a pilot scheme allowing two Age Well East dementia coordinators to attend two wards each at Colchester Hospital cover four older people's wards, working alongside staff teams at critical points in the day. The two coordinators work 56 hours per week within the wards. The dementia coordinator takes a person centred approach to a wellbeing and supported activity programme and identifies a range of mentally and physically stimulating activities that decrease anxiety and distract from triggers.

ECC Cost of Living

This grant facilitated 45 hours a week of telephone and online chat advice from trained advisors. To offer 13 additional hours a week of specialist welfare trained case advice to support complex welfare advice cases. To develop an extended welfare and support area of our website to provide specialist information aimed at our specific client group across Essex.

Thurrock BC Befriending

This three year grant enables Age Well East to offer a befriending service to Thurrock Borough residents who are lonely and possibly suffering isolation from the community. Support includes face to face visits in the home, community companions and weekly telephone calls.

National Lottery Platinum Jubilee

16. MOVEMENT IN FUNDS - continued

Age Well East was able to mark the significant National moment of the Queen's Platinum Jubilee, we hosted community celebrations, creative workshops, and legacy building activities to bring our diverse Northeast Essex communities together.

National Lottery Community Fund Reaching Communities

This three year grant supports our Advice service to help remove financial-burdens for people and avert declining physical/mental-health. It provides the means to maintain independence and prevent longer-term and more acute decline through timely advice, and accurate completion of lengthy complex forms for income/health-related entitlements.

We can empower people towards increased levels of self-managing their circumstances, through coaching with digital-forms and processes through to accessing the things which enable people to sustain independent-living such as home help and the increased income needed to pay for it.

Masonic Charitable Foundation

This three year grant enables Age Well East to offer holistic Advice and Welfare support to those aged 60+ who are socially disadvantaged and/or living with long term health conditions and disabilities, experiencing hardships that obstruct social connection and community engagement.

17. RELATED PARTY DISCLOSURES

During the year the charity received grants totalling £834 (2022: £20,834) from donors whose trustees include a trustee of Age Well East Ltd.

The charity leases its premises at 63 North Hill from a trustee. The rent paid in the year was £12,000 (2022:£12,000). The lease expires on 31st March 2024.

Key management personnel compensation

Total key management personnel compensation paid in the year was £194,474 (2022: £180,595).

AGE WELL EAST LIMITED

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	30,202	20,107
Legacies	8,786	2,115
Grants	454,887	208,601
	<u>493,875</u>	<u>230,823</u>
Investment income		
Deposit account interest	2,044	82
Charitable activities		
Cafe income	16,657	18,359
Grants	815,312	526,385
	<u>831,969</u>	<u>544,744</u>
Total incoming resources	1,327,888	775,649
EXPENDITURE		
Raising donations and legacies		
Sundries	238	204
Other trading activities		
Purchases	10,127	5,710
Charitable activities		
Wages	506,676	348,878
Social security	32,438	20,872
Pensions	12,962	9,168
Rent & premises costs	31,067	23,487
Running costs	32,202	26,564
Travel expenses	12,900	6,840
Professional fees	35,890	10,478
Subcontractors	27,500	12,000
Insurance	8,820	1,779
Advertising & Marketing	2,403	-
Improvements to property	4,681	4,270
Plant and machinery	13,516	15,285
Fixtures and fittings	792	638
	<u>721,847</u>	<u>480,259</u>
Support costs		
Management		
Wages	328,998	196,279
Social security	24,561	13,614
Pensions	13,555	10,239
Travel expense	677	509
Advertising	-	3,880
Carried forward	367,791	224,521

This page does not form part of the statutory financial statements

AGE WELL EAST LIMITED

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	31.3.23 £	31.3.22 £
Management		
Brought forward	367,791	224,521
Sundries	-	3,563
Legal costs	1,819	952
	369,610	229,036
Finance		
Bank charges	395	168
Information technology		
Telephone	11,582	8,656
Computer software	31,706	24,860
Computer maintenance	13,825	10,524
Equipment	-	(515)
	57,113	43,525
Human resources		
HR & recruitment costs	31,931	1,288
Staff training	11,597	7,049
DBS costs	-	1,295
	43,528	9,632
Governance costs		
Sundries	-	143
Accountancy and legal fees	6,224	3,008
	6,224	3,151
Total resources expended	1,209,082	771,685
Net income	118,806	3,964

This page does not form part of the statutory financial statements

Age Well East Ltd

England & Wales - Charity number 1142414

Accounts

REGISTERED COMPANY NUMBER: 07517777 (England and Wales)
REGISTERED CHARITY NUMBER: 1142414

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
AGE WELL EAST LIMITED**

Baker Chapman & Bussey
Chartered Accountants
3 North Hill
Colchester
Essex
CO1 1DZ

AGE WELL EAST LIMITED

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit:

In setting objectives, developing strategies and undertaking activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Vision

Every older person in Essex will have the opportunity to live a happier and healthier life.

Mission

Age Well East will actively empower and support older people across Essex to live a happier and healthier life through providing a range of quality advice, support, and friendship services.

Objectives:

1. To increase the reach and depth of our offer to older people across Essex ensuring every older person can access the support they choose and they need when they need it
2. Provide high quality advice, information, and support to ensure all older people across Essex have improved physical, emotional and financial wellbeing.
3. To support the voice, influence and contribution of all older people across Essex, with a focus on ensuring the most under-represented groups are supported to be heard.
4. To work in partnership and co-operation with other organisations and stakeholders to ensure that there is a step-change in the attitudes to service planning and delivery for older people across Essex
5. To embrace new strategies and innovations to improve the delivery of our services and expand our opportunities for income generation
6. To build a strong and inclusive staff and volunteering movement that have a passion and drive to improve the lives of older people across Essex.

ACHIEVEMENT AND PERFORMANCE

Annual overview

The last 12 months have been an incredibly challenging time for older people across Essex. The ongoing consequences of Covid-19 have left many feeling social isolated, lonely, and facing financial difficulties. We are extremely proud of how our staff and volunteers continued to step up and support those who needed us during the crisis. Overall, the demand for our services in 2021/22 grew and we supported over 3,500 people.

We also took on ambitious changes to the organisation. We re-branded from Age Concern Colchester to Age Well East, we secured a significant contract to extend our befriending work across Essex for the next 7 years and we piloted new approaches to key challenges such as the discharge from hospital crisis and bereavement. Our focus continued to be ensuring we provided critical assistance to the most vulnerable, lonely or isolated.

As a result, we delivered the following:

Welfare and Advice Service

Age Well East supported 3,200 clients across Colchester Borough, Witham and Tendring District. Many of the people we support saw their existing financial and/or health related hardships compounded by the pandemic. This was evidenced by the 82% increase in requests for Advice and Welfare during 2021/22 compared with 2020/21.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

OBJECTIVES AND ACTIVITIES

Welfare and Advice Service cont.

Even against the increased pressures of demand our outstanding Welfare and Advice Services was able to deliver advice and support to:

813 people (up 175% 2020/21) affected by financial deprivation & declining health to increase incomes through benefits & entitlements by £1,300,000 via Disability Living Allowances, Attendance Allowance, Personal Independence Payments, Pension Credit & Housing Benefit

189 people (up 159% 2020/21) to access Blue Badge disabled parking permits

229 people (up 157% 2020/21) with income & eligible benefits checks

1,131 support cases: 589 (52%) identified as new problems and another 365 (32%) said they couldn't access help with these problems elsewhere, awarding us a year-end client satisfaction of 89%

Information and Signposting Service

Our Information and Signposting Service experienced exponential growth in demand in 2021/22 and dealt with over 7,500 queries. The requests for information were far ranging and included benefit queries, non-residential care placements, housing, legal and recommendations for safe and vetted trades people. Supported by the North East Essex CCG we were able to grow the team to meet demand and we increased the number of calls answered to 98%.

Dementia Services

As more people, especially Carers, struggled to cope at home there was a growth in demand for our specialist Dementia Services. Through the ongoing support of the North East Essex CCG, we were able to directly help over 400 people in 2021/22 navigate a dementia diagnosis by providing specialist advice, information and support.

Our specialist Dementia team also delivered a range of dementia courses to raise awareness and ran the dementia action alliance for Tendring with 86 members from the voluntary sector, local government, the NHS and the private sector all engaged in making dementia friendly communities .

Befriending Service

Our Befriending Service continued to be in demand and supported over 270 people in 2021/22. We received a 94% satisfaction rate from clients who received support. In the last quarter of the year, we were successful in being awarded lead contractor status for the Essex Wellbeing Service for the next 7 years. In partnership with Provide Community and other Essex Wellbeing Service partners we will work across Essex to provide thousands of people with friendship and support to re-access their local community services.

Compassionate Companions and Bereavement Service

In 2021/22 we ran a small service to support people at End of Life and those affected by bereavement. We supported over 35 clients in North East Essex and had 25 active volunteers. We also took an active role in several end-of-life boards and initiatives, including the dying matters campaign. In recognition of our growing work in this area, we were awarded a 1-year contract to provide informal bereavement support to people across North East Essex by Essex County Council.

Groups and Activities

As the wider community began to open-up, we were able to re-open our central hub - the Veranda in Colchester, and 14 satellite groups in North East Essex during 2021/22. We provided over 2,400 hours of activities during the year including line dancing, knit and natter and our fish and chip Friday group.

We have seen such considerable growth in the need for our groups and activities that we plan to extend our offer in 2022/23 by increasing the types of activities we provide in the Veranda and by opening several friendship groups across Essex alongside our befriending work.

The Board would like to take this opportunity to thank the staff and volunteers who have worked in a challenging environment with constantly changing restrictions. Without their ongoing support and commitment, we would not be able to deliver the scale and depth of services we have over the last 12 months.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

FINANCIAL REVIEW

Financial position

Age Well East continued a period of sustained growth due to the strong support from our donors and partners. In 2021/22 we raised a total of £775,649 which is 50% increase compared to the prior year (2020/21: £516,216).

Over that period, we spent a total of £771,685, an increase of 65% compared to prior year (2020/21: £467,833). This is largely due to an increase in charitable activities (i.e. Befriending, Advice Services and Dementia, Bereavement). We also had an increase in support services expenditure, as we increased the team to support the charity's growth through the year and into 2022/23 with a large contract award with Essex County Council through Provide for the Essex Wellbeing Service.

Overall, the charity net income was £3,964 (2020/21 £48,383).

Investment policy and objectives

There are no funds available for long term investment due to the nature of the charities current and projected cashflows. There is an aspiration to grow income and the need to invest. This will continue to be reviewed in line with any surplus that is created.

Reserves Policy

The period under review began with the charity holding unrestricted reserves of £133,335. The directors are of the opinion that the existing designation of funds and the amount allocated to general reserves will be adequate to maintain a satisfactory position for the charity in 2022/23, as long as current fundraising policy targets are achieved.

In line with our reserves policy of 3 months of costs the charity has increased the minimum unrestricted reserves to £145,705 as anticipated by trustees in the last report.

This will continue to be reviewed by the trustees in line with planned growth and adjusted accordingly.

ACKNOWLEDGEMENTS

The Board of Trustees would like to record its thanks to all the generous donors who have supported our work through the financial year.

With special thanks to

Colchester Borough Council	Francis Winham Foundation
Colchester Borough Homes	The National Lottery Community Fund
Essex County Council	One Colchester Resilience Fund
Tendring District Council	Police, Fire & Crime Commissioners
Parish & Town Council Grants	Robert McAlpine Foundation
St Helena Hospice	Sylvia Waddilove Foundation
North East Essex CCG / ICS	Sport England
CVS Tendring	Veterans Foundation
Provide CIC	29th May 1961 Charitable Trust
Essex Community Foundation	Arnold Clarke
Austin Hick Trust	Ben & Ella's Farm Shop
Cooperative Bank	Charity of Mary Catherine Ford Smith
Armed Forces Covenant	FSJ Foundation
Colchester Catalyst Charity	Independent Age
Colin N Bennett Charitable Trust	Michael and Anna Wix Charitable Trust
John Walter Wynn Charitable Discretionary Trust	Out There Media
Mulberry Trust	Sir Jules Thorn
The Rotary Club of Colchester	St Peters Church
Tudor Trust	Woods Senior Citizens Club
Anglian Water	Sir Bob Russell
Charles S French Charitable Trust	Owen Goslin

Many individuals remember us in their will or in memory of loved ones. Their generosity benefits other older people across Essex. We are glad to express our gratitude but do not name the donors.

We also receive many regular donations. Without the generosity of so many people, Age Well East would not be able to achieve the level of services that we currently provide, especially to those experiencing isolation, loneliness, and poverty.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure and governance

Age Well East is a registered charity and is incorporated as a company limited by guarantee. The activities are governed by a Memorandum and Articles of Association 1 February 2011, as amended 9 May 2012, 14 April 2016, 30 October 2018, 29th August 2019, 31st December 2019 and 21st September 2021

Trustees and organisational structure

The members of the Board of Trustees are the Trustees of the charity and are also the directors of the company for company law purposes. Trustees are elected at the Annual General Meeting of the company for a period of three years from the date of their election. They are eligible for re-election after that period, except that the Chair may serve for a maximum of six consecutive years. The board may co-opt Trustees during the year, to serve until the conclusion of the next Annual General Meeting.

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the charity commission in exercising their powers or duties. The Board of Trustees administers the charity and meets every three months. A Finance, Audit, Risk and Governance Sub Committee (FARG) and an Operations Sub-Committee meet every 3 months and report to the Board on any risks or major delivery issues.

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the charity and a Senior Leadership Team is in place.

Risk management

The risk matrix is held by and reviewed at every Finance, Audit and Risk Trustee Committee and all major risks are escalated and reviewed at the main Board of Trustees meeting quarterly. The Board can confirm the required risk processes and systems have been put in place to enable effective management and reporting.

2022/23 objectives

Age Well East recognise that the long-term consequences of the pandemic are not yet clear, but the impact on the lives of older people across Essex is undeniable. The events of the last 2 years have underlined the need for our core services by older people and therefore our focus in the medium term is going to be strengthening those services and expanding them across the whole of Essex. At the end of 2021/22 we began to build a stronger infrastructure by adding in a new Senior Leadership Team (SLT) and committing to the recruitment of a new HR lead. This new structure will allow us to have a stable base to now grow the organisation. As the Board and the new SLT work together to create a longer-term strategic plan that addresses our emerging post covid-19 environment we have put in place several short-term objectives to support our delivery for 2022/23.

These include:

-Ensuring the delivery of a high-quality welfare and advice service that supports at least 5,000 people across North East Essex

- Deliver our identified outputs and outcomes for our funded services, ensuring we meet all requirements set by our funders (including our commitments for Befriending, Bereavement and Dementia)

-To continue to build partnerships across Essex at all levels, to drive a step-change in attitude towards how older people are represented in future service planning and delivery, including ensuring that older people are fully supported in all cost-of-living plans and budgets.

-Deliver phase 2 of our rebrand to Age Well East, including developing the new longer term strategic plan.

- To develop a plan for 2023 onwards engaging and co-producing services with older people across Essex, with a specific target of ensuring a plan is in place to ensure older people are fully empowered to have a voice within Age Well East from 2023/24 onwards.

-To deliver year 1 of a new income generation plan, including the development of an individual giving database and the testing of Christmas giving campaign.

- To work towards an inclusive trustee, staff and volunteer base who have had the right training and support to maximize their role within Age Well East and the wider community

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Senior Leadership Team

CEO

Simon Prestney

CEO Executive Assistant

Claire Putman

Heads of Department

Alison Cokeley-Clarke, Sarah M McLoughlin, Tom Harrison

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07517777 (England and Wales)

Registered Charity number

1142414

Registered office

63 North Hill
Colchester
Essex
CO1 1PX

Trustees

Chair

N W J Avery

Company Secretary

C J Andrews

Treasurer

J A Wiggins

Trustees

C N Bennett

E Bloomfield

S Britter (resigned 3.08.2022)

A Georgeson

V M Loaiza

A Reeves (resigned 4.05.2022)

T P B Singh (appointed 22.11.2021)

M J G Watkins (appointed 21.09.2021 , resigned 3.08.2022)

S White (appointed 3.08.2022)

Ann Reeves and Su Britter stepped down during the period covered by this report . The board would like to record its thanks to both for their contribution over a number of years.

Independent Examiner

Baker Chapman & Bussey
Chartered Accountants
3 North Hill
Colchester
Essex
CO1 1DZ

AGE WELL EAST LIMITED (REGISTERED NUMBER: 07517777)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors

Womble, Bond and Dickinson
4 More London Riverside
Greater London
SE1 2AU

Bankers

The Co-operative Bank plc
Delf House
Southway
Skelmersdale
WN8 6WT

Approved by order of the board of trustees on 6 December 2022 and signed on its behalf by:

N W J Avery - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF AGE WELL EAST LIMITED

Independent examiner's report to the trustees of Age Well East Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Jacqueline Frost
ACA
Baker Chapman & Bussey
Chartered Accountants
3 North Hill
Colchester
Essex
CO1 1DZ

6 December 2022

AGE WELL EAST LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	68,573	162,250	230,823	197,739
Charitable activities					
Advice services		-	111,769	111,769	105,662
Communities		5,282	232,412	237,694	139,306
Veranda		13,077	28,316	41,393	27,709
Emotional support		-	63,181	63,181	45,676
Inbound Support		-	90,707	90,707	-
Investment income	3	82	-	82	124
Total		87,014	688,635	775,649	516,216
EXPENDITURE ON					
Raising funds	5	5,914	-	5,914	3,029
Charitable activities					
Advice services	6	11,823	163,841	175,664	146,117
Communities		38,736	332,834	371,570	182,057
Veranda		11,595	34,487	46,082	47,979
Emotional support		3,023	78,107	81,130	88,651
Inbound Support		2,501	88,824	91,325	-
Total		73,592	698,093	771,685	467,833
NET INCOME/(EXPENDITURE)		13,422	(9,458)	3,964	48,383
Transfers between funds	16	(1,052)	1,052	-	-
Net movement in funds		12,370	(8,406)	3,964	48,383
RECONCILIATION OF FUNDS					
Total funds brought forward		133,335	18,737	152,072	103,689
TOTAL FUNDS CARRIED FORWARD		145,705	10,331	156,036	152,072

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	12	22,007	24,915	46,922	49,917
CURRENT ASSETS					
Debtors	13	64,776	135,000	199,776	13,919
Cash at bank		88,124	789,787	877,911	561,398
		152,900	924,787	1,077,687	575,317
CREDITORS					
Amounts falling due within one year	14	(29,202)	(939,371)	(968,573)	(473,162)
NET CURRENT ASSETS		123,698	(14,584)	109,114	102,155
TOTAL ASSETS LESS CURRENT LIABILITIES		145,705	10,331	156,036	152,072
NET ASSETS		145,705	10,331	156,036	152,072
FUNDS	16				
Unrestricted funds				145,705	133,335
Restricted funds				10,331	18,737
TOTAL FUNDS				156,036	152,072

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 6 December 2022 and were signed on its behalf by:

J A Wiggins - Trustee

N W J Avery - Trustee

The notes form part of these financial statements

AGE WELL EAST LIMITED**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>333,628</u>	<u>351,609</u>
Net cash provided by operating activities		<u>333,628</u>	<u>351,609</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(17,197)	(17,243)
Interest received		<u>82</u>	<u>124</u>
Net cash used in investing activities		<u>(17,115)</u>	<u>(17,119)</u>
Change in cash and cash equivalents in the reporting period		<u>316,513</u>	<u>334,490</u>
Cash and cash equivalents at the beginning of the reporting period		<u>561,398</u>	<u>226,908</u>
Cash and cash equivalents at the end of the reporting period		<u><u>877,911</u></u>	<u><u>561,398</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	31.3.22		31.3.21
	£		£
Net income for the reporting period (as per the Statement of Financial Activities)	3,964		48,383
Adjustments for:			
Depreciation charges	20,193		16,959
Interest received	(82)		(124)
Increase in debtors	(185,857)		(8,073)
Increase in creditors	495,410		294,464
	<u>333,628</u>		<u>351,609</u>
Net cash provided by operations			
	<u>333,628</u>		<u>351,609</u>
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.21	Cash flow	At 31.3.22
	£	£	£
Net cash			
Cash at bank	<u>561,398</u>	<u>316,513</u>	<u>877,911</u>
	<u>561,398</u>	<u>316,513</u>	<u>877,911</u>
Total	<u>561,398</u>	<u>316,513</u>	<u>877,911</u>

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants and donations and is included in full when receivable.

Gift Aid recoveries on donations from individuals are recognised in the same period as the donation.

Legacy income is included when it is probable that it will be received. Receipt is normally probable when:

- there has been grant of probate;
- the executors have established that there are sufficient assets in the estate, after settling any liabilities, to pay the legacy; and
- any conditions attached to the legacy are either within the control of the charity or have been met.'

Unrestricted grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Restricted grants are recognised on receipt except to the extent where the grant is time related to the delivery of a service in a future period it is carried forward as deferred income.

Government grants received in connection with the Covid-19 pandemic to cover furloughed employees (CJRS grants) are recognised in donations under the normal recognition criteria.

Donated services are included at the value to the charity where this can be quantified, and where they have been supplied by local businesses in the course of their normal activities. The value of services provided by volunteers has not been included in these financial statements.

Investment income is included when receivable.

Expenditure

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

Allocation and apportionment of costs

Direct costs are allocated against activities as incurred. Other costs have been apportioned over the activities inline with time spent on those activities by employees in supporting roles..

Tangible fixed assets

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

Improvements to property	-	Period of lease
Plant and machinery	-	25% on cost
Fixtures and fittings	-	15% on reducing balance

Taxation

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES - continued

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

Donated goods and services

Donated goods and services are recognised in the financial statements when: control over the expected economic benefits that flow from the donation has passed to the charity and any performance-related conditions attached to the donation have been fully met: it is more likely than not that the economic benefits associated with the donated item will flow to the charity; the fair value or value to the charity of the donated item can be measured reliably.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	20,107	17,501
Legacies	2,115	100,953
Grants	208,601	79,285
	<u>230,823</u>	<u>197,739</u>

3. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	82	124
	<u>82</u>	<u>124</u>

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.22	31.3.21
	Activity	£	£
Grants	Advice services	111,769	105,662
Cafe income	Communities	5,282	-
Grants	Communities	232,412	139,306
Cafe income	Veranda	13,077	170
Grants	Veranda	28,316	27,539
Grants	Emotional support	63,181	45,676
Grants	Inbound Support	90,707	-
		<u>544,744</u>	<u>318,353</u>

5. RAISING FUNDS**Raising donations and legacies**

	31.3.22	31.3.21
	£	£
Sundries	204	-
	<u> </u>	<u> </u>

Other trading activities

	31.3.22	31.3.21
	£	£
Purchases	5,710	3,029
	<u> </u>	<u> </u>
Aggregate amounts	5,914	3,029
	<u> </u>	<u> </u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice services	102,893	72,771	175,664
Communities	228,831	142,739	371,570
Veranda	29,971	16,111	46,082
Emotional support	61,509	19,621	81,130
Inbound Support	57,055	34,270	91,325
	<u> </u>	<u> </u>	<u> </u>
	480,259	285,512	765,771
	<u> </u>	<u> </u>	<u> </u>

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Advice services	56,584	11	12,909
Communities	118,411	18	18,480
Veranda	13,922	136	1,660
Emotional support	15,735	3	2,312
Inbound Support	24,384	-	8,164
	<u> </u>	<u> </u>	<u> </u>
	229,036	168	43,525
	<u> </u>	<u> </u>	<u> </u>
	Human resources £	Governance costs £	Totals £
Advice services	2,233	1,034	72,771
Communities	4,229	1,601	142,739
Veranda	155	238	16,111
Emotional support	1,293	278	19,621
Inbound Support	1,722	-	34,270
	<u> </u>	<u> </u>	<u> </u>
	9,632	3,151	285,512
	<u> </u>	<u> </u>	<u> </u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

8. NET INCOME/(EXPENDITURE)

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

	31.3.22	31.3.21
	£	£
Depreciation - owned assets	20,192	16,960
Operating leases payments - rent	12,000	9,000
Independent Examiner's fees - Independent Examination	2,472	2,400
Independent Examiner's fees - other services	510	487
	<u>510</u>	<u>487</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	545,157	339,529
Social security costs	34,486	18,684
Other pension costs	19,407	9,116
	<u>599,050</u>	<u>367,329</u>

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

	31.3.22	31.3.21
Leadership	1	1
Charity Support	7	6
Fundraising	1	1
Advice services	5	6
Befriending	12	7
Emotional support	3	2
Veranda	2	3
Inbound support	2	-
	<u>33</u>	<u>26</u>

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

The full time equivalent number of employees was 14.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	150,952	46,787	197,739
Charitable activities			
Advice services	3,250	102,412	105,662
Communities	3,000	136,306	139,306
Veranda	170	27,539	27,709
Emotional support	-	45,676	45,676
Investment income	124	-	124
Total	<u>157,496</u>	<u>358,720</u>	<u>516,216</u>
EXPENDITURE ON			
Raising funds	3,029	-	3,029
Charitable activities			
Advice services	27,486	118,631	146,117
Communities	24,573	157,484	182,057
Veranda	8,809	39,170	47,979
Emotional support	22,942	65,709	88,651
Total	<u>86,839</u>	<u>380,994</u>	<u>467,833</u>
NET INCOME/(EXPENDITURE)	70,657	(22,274)	48,383
Transfers between funds	(785)	785	-
Net movement in funds	69,872	(21,489)	48,383
RECONCILIATION OF FUNDS			
Total funds brought forward	63,465	40,224	103,689
TOTAL FUNDS CARRIED FORWARD	<u><u>133,337</u></u>	<u><u>18,735</u></u>	<u><u>152,072</u></u>

12. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1 April 2021	28,864	59,208	7,830	95,902
Additions	1,900	14,213	1,084	17,197
	<u>30,764</u>	<u>73,421</u>	<u>8,914</u>	<u>113,099</u>
DEPRECIATION				
At 1 April 2021	12,192	28,772	5,021	45,985
Charge for year	4,269	15,284	639	20,192
	<u>16,461</u>	<u>44,056</u>	<u>5,660</u>	<u>66,177</u>
NET BOOK VALUE				
At 31 March 2022	<u>14,303</u>	<u>29,365</u>	<u>3,254</u>	<u>46,922</u>
At 31 March 2021	<u>16,672</u>	<u>30,436</u>	<u>2,809</u>	<u>49,917</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	137,500	-
Other debtors	-	250
Prepayments and accrued income	62,276	13,669
	<u>199,776</u>	<u>13,919</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	24,487	9,699
Other creditors	14,114	7,307
Accrued expenses	4,340	4,466
Deferred income	925,632	451,690
	<u>968,573</u>	<u>473,162</u>

Deferred income relates to income received in advance of their contractual start date.

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.22	31.3.21
	£	£
Within one year	12,000	12,000
Between one and five years	12,000	24,000
	<u>24,000</u>	<u>36,000</u>

16. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	133,335	13,422	(1,052)	145,705
Restricted funds				
CEO fund	82	(375)	293	-
Communities	1,428	(493)	-	935
Building	15,259	(6,425)	-	8,834
Veranda	1,968	(1,407)	-	561
Emotional Support	-	(758)	759	1
	<u>18,737</u>	<u>(9,458)</u>	<u>1,052</u>	<u>10,331</u>
TOTAL FUNDS	<u>152,072</u>	<u>3,964</u>	<u>-</u>	<u>156,036</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	87,014	(73,592)	13,422
Restricted funds			
CEO fund	-	(375)	(375)
Communities	-	(493)	(493)
Building	-	(6,425)	(6,425)
Veranda	-	(1,407)	(1,407)
Emotional Support	-	(758)	(758)
Alliance End of Life	52,958	(52,958)	-
Armed Forces Covenant	36,467	(36,467)	-
Catalyst	37,107	(37,107)	-
CCG - Dementia	27,000	(27,000)	-
CCG - Partnership	297,991	(297,991)	-
ECC - COMF	43,168	(43,168)	-
Government & Local Authorities	43,063	(43,063)	-
NHS	27,248	(27,248)	-
Trusts and Foundations	103,633	(103,633)	-
ECF Essex Covid Response	20,000	(20,000)	-
	<u>688,635</u>	<u>(698,093)</u>	<u>(9,458)</u>
TOTAL FUNDS	<u>775,649</u>	<u>(771,685)</u>	<u>3,964</u>

16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	40,465	70,655	(785)	110,335
Designated fund	23,000	-	-	23,000
	<u>63,465</u>	<u>70,655</u>	<u>(785)</u>	<u>133,335</u>
Restricted funds				
CEO fund	457	(375)	-	82
Information and advice	1,909	(2,057)	148	-
Capital equipment	409	(409)	-	-
Communities	4,992	(3,564)	-	1,428
Building	21,434	(6,447)	272	15,259
Veranda	9,609	(7,641)	-	1,968
Emotional Support	1,414	(1,779)	365	-
	<u>40,224</u>	<u>(22,272)</u>	<u>785</u>	<u>18,737</u>
TOTAL FUNDS	<u>103,689</u>	<u>48,383</u>	<u>-</u>	<u>152,072</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	157,496	(86,841)	70,655
Restricted funds			
CEO fund	38,397	(38,772)	(375)
Information and advice	102,412	(104,469)	(2,057)
Capital equipment	-	(409)	(409)
Communities	136,307	(139,871)	(3,564)
Building	-	(6,447)	(6,447)
Veranda	27,538	(35,179)	(7,641)
Emotional Support	45,677	(47,456)	(1,779)
Office	8,389	(8,389)	-
	<u>358,720</u>	<u>(380,992)</u>	<u>(22,272)</u>
TOTAL FUNDS	<u>516,216</u>	<u>(467,833)</u>	<u>48,383</u>

Designated Fund

The designated funds have been set aside to cover estimated costs on contractual commitments.

Restricted Funds**Alliance End of Life**

In collaboration with St Helena Hospice, this funding enables us to train and support a dedicated team of qualified volunteers to provide end-of-life support as Compassionate Companions, for individuals who have no one to support them at their end of life.

Armed Forces Covenant

16. MOVEMENT IN FUNDS - continued

A multi-year socialisation project providing holistic support for Veterans in later years within our Garrison community, including those living with dementia and their family carers. Funding enables dedicated friendship groups, telephone and face-to-face befriending alongside facilitated peer-to-peer contact with local ex-servicemen of other Veteran organisations provides regular social connection for those who are at increased risk of isolation, feelings of loneliness, and potential suicide idealisation within Colchester and Harwich.

Colchester Catalyst

This grant facilitated the recruitment of a Befriending and Friendship Clubs Manager to develop our befriending team, increase volunteers, establish new community clubs, and forge new community networks. The outcomes generated via this new role collectively enabled us to reach and empower over 300 more vulnerable people to overcome their feelings of loneliness and isolation across North East Essex.

CCG Dementia Archie Project & Dementia Pets

Funding via Essex County Council (ECC) enabled the purchase of 70 Robopets (robotic cat and dog companions) to provide vital company for isolated people in later years and decrease anxiety during stressful situations for those living with dementia. Funding also enabled our Dementia Coordinator to collaborate with 5 local schools within Colchester and Harwich to recruit Year 4 pupils to engage with The Archie Project, a dementia awareness programme within care homes, supported by ECC's Healthy School Programme, to help develop dementia friendly communities for the future.

CCG Partnership [IAPT]

An ongoing collaborative partnership with EPUT, ESNEFT and CCG to provide holistic mental wellbeing support for an increasing number of people in later years experiencing mental health issues for the first time. This funding enables us to provide dedicated telephone and one-to-one early intervention support within the community and make referrals towards appropriate clinical services to reduce new presentations to impacted emergency services, and escalations in mental declines towards acute inpatient services.

ECC - COMF

This funding enabled us to adapt to the changing restrictions and guidelines throughout the Covid-19 Pandemic by meeting the additional costs associated with the adjustment and enhancement of our physical spaces, service-provisions, and workforce. As a result, our vital support services were able to continue with minimal disruption and remain agile to meet increased community demand.

ECG Essex Covid Response

Received to help support the core costs of our community-based Advice Service for older people impacted by the pandemic. Our Advice & Welfare Service experienced a 97% increase in demand during this grant period, of which this funding enabled us to assist 260 people with 317 different Advice & Welfare issues. As restrictions relaxed, we managed to blend a return to home visiting for clients, alongside telephone and digital based advice, enabling an agility of response within our work, to meet both client demand and choice.

Government and Local Authorities

Various smaller grants received from Government and Local Authorities (less than £20,000).

NHS

Various smaller grants received from NHS (less than £20,000).

Trusts and Foundations

Various smaller grants received from Trusts and Foundations (less than £20,000).

17. RELATED PARTY DISCLOSURES

During the year the charity received grants from the Colin Bennett Charitable Trust, totalling £20,834 (2021: £nil) Colin Bennett is a trustee of Age Concern Colchester and the Colin Bennett Trust.

The charity leases it's premises at 63 North Hill from Colin Bennett. The rent paid in the year was £12,000 (2021:£9,000). The lease expires on 31st March 2024.

Key management personnel compensation

Total key management personnel compensation paid in the year was £180,595 (2021: £145,506).

Age Well East Ltd

England & Wales - Charity number 1142414

Accounts

REGISTERED COMPANY NUMBER: 07517777 (England and Wales)
REGISTERED CHARITY NUMBER: 1142414

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
AGE WELL EAST LTD
(FORMERLY AGE CONCERN COLCHESTER
& NORTH EAST ESSEX LTD)

Baker Chapman & Bussey
Chartered Accountants
3 North Hill
Colchester
Essex
CO1 1DZ

AGE WELL EAST LTD

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FOR THE YEAR ENDED 31 MARCH 2021**

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AGE WELL EAST LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

On 21 September 2021 the Charity changed its name from Age Concern Colchester & North East Essex Ltd to Age Well East Ltd.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Charity's object is to improve the health and well-being of older people in Colchester, Witham and North East Essex.

Public benefit

In setting objectives, developing strategies, and undertaking activities the Directors / Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Our main activities during the past year are described in the following pages. All our charitable activities support the well-being of all those aged over 60+ living in Colchester, Witham and North East Essex and are undertaken to further our charitable purposes for public benefit.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The Charity has achieved stable growth and was fortunate to receive funding from Colchester Borough Council, Colchester Borough Homes, Parish and Town Councils, the CCG / ICS, St Helena Hospice, Essex Community Foundation, Colchester Catalyst, Colin Bennett Charitable Trust, John Walter Wynne Charitable Discretionary Trust, Mulberry Trust, Active Essex, Age UK, Garfield Weston Foundation, Groundwork UK (Tesco), Jules Thorn, the National Lottery, Neighbourly Community Fund, One Colchester Winter Resilience Fund, Rank Foundation, 29th May 1961 Charitable Trust 2020, FSJ Foundation, Hindu Society, Lord Belstead Charitable Trust, The Rotary Club of Colchester, St Peters Church and from various fundraising activities to self-generate income.

The Charity continued to help the older people of Colchester & North-East Essex in many ways despite the COVID pandemic. Whilst structural change was needed to deliver the same services the team has coped admirably:

- Through the Welfare Benefits Advice Service, 620 clients were helped last year with claims releasing over £1.1m in benefit awards covering Disability Living Allowances, Attendance Allowance, Personal Independence Payments, Pension Credit and Housing Benefit during the financial period and 50% of these clients were advised on other non-financial matters. The Information Service, care and COVID response service answered over 7500 queries during the year, again covering benefits, non-residential care, health and disability, housing, legal and consumer matters. Whilst overall numbers were down because of the pandemic the complexity of cases increased considerably. The quality of output was strong and there was an impressive alignment to those who were in the most deprived areas being supported.

- The Befriending Service continued during the year and has shown significant growth from 185 to 309 people being supported by a new friendship. The Veranda was forced to closure due to COVID impact, but attendees were provided with weekly befriending calls as an alternative.

- Dementia activity increased to 186 people support through the pandemic. A little-known fact is that over 25% of all deaths in COVID related to an individual with Dementia and our lifeline service supported individuals with or carers for people living with dementia at a critical time.

- In line with partners in the system a new bereavement support service surfaced in response to COVID and 83 people were supported with over 2,700 hours of support before and after formal counselling. The service was designed to address societal issues outside of those addressed in counselling so that deterioration and negative spiral was positive impacted.

Compassionate Companions (End of Life Befriending) was meant to launch prior to COVID but was delayed until nearer the end of the year based on limitations on home visiting. 17 people were supported with 126 hours of support and some of this was through use of digital devices. The audience for support is individuals who had chosen to pass away at home but who had no family and friends. The service is designed to support people in greatest need to die with dignity.

ACHIEVEMENT AND PERFORMANCE

Acknowledgements

The Trustees are grateful to the following individuals who were active for the Charity during the financial period:

CEO Office

Simon Prestney, Claire Putnam

Management Team

Martin Jones, Jane Diplock, Emma Baum

Support Services

Michael Watson, Yael Haeems, Kirsty Prior, Kayley Hall, Viv Dawson, Amy Luckie

Advice Service

Andrea Welch, Jo Mannering, Debbie Currivan, Sophie Ashby, Pauline Chalkley

Communities & Dementia Service

Christine Horn, Maryon Pape, Nicki Cailles, Louise Bradshaw, Judith Fantousi, Jayne Vernon, Jo Theosidiou

Veranda Service

Ginnie Giles, Christina Curran, Jane Moss, Sue Wright

Emotional Support Service

Kay Player, Francesca Frost

Trustees

Graham Duthie stood down with our sincere thanks for his 10 years of service. No new trustees were introduced to the board this year.

Dominic Pape stepped down as trustee and treasurer and the thanks of the board are extended having seen the charity grow in strength financially during his tenure.

Finally, the Trustees wish to thank the army of volunteers (350) who work tirelessly on behalf of the Charity, from giving benefit advice, befriending, dementia support, bereavement support and running social activities: without their support the Charity would not be able offer such a wide variety of services. Last year we had 350 volunteers support the charity and our work in the community.

Our thanks also go to the following local organisations and individuals who supported our work either directly, financially, or by support in kind:

- Colchester United
- Colchester United in the Community
- Christie's Care
- All three Rotary Clubs in Colchester; Centurion, Rotary of Colchester and Forum
- Jackie Frost of Baker, Chapman and Bussey
- John Fowlers
- Mercury Maynard
- Sir Bob Russell

In addition, the Trustees wish to thank those people who have made one-off donations to our work, often in memory of a loved one, or because they have received help in some way from the Charity, and to those who make regular donations to the work of the Charity. Their very great generosity has made all the difference and enabled the Charity to continue serving the older people of North-East Essex.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW

Financial position

The Charity continued a period of sustained growth due to the strong support from our donors and partners. In 2020/21 we raised a total of £516,216, a 55% increase compared to the prior year (2020: £331,692).

Over that period, we spent a total of £467,833, an increase of 47% compared to prior year (2020: £317,475). This is largely due to an increase in charitable activities (i.e., Communities, Advice Services and Dementia, Bereavement). We also had an increase in support services expenditure, as we increased the team to support the charity's growth through the year and into 2021/22.

Overall, the charity net income was £48,383 (2020: £14,217).

Investment policy and objectives

There are no funds available for long term investment due to the nature of the charities current and projected cashflows. There is an aspiration to grow income and the need to invest. This will continue to be reviewed in line with any surplus that is created.

Reserves Policy

The period under review began with the charity holding reserves of £63,465. The directors are of the opinion that the existing designation of funds and the amount allocated to general reserve will be adequate to maintain a satisfactory position for the charity in 2021/22, as long as current fundraising policy targets are achieved. In line with our reserves policy of 3 months of costs the charity has increased the reserve to £133,335 as anticipated by trustees in the last report.

This will continue to be reviewed by the trustees in line with planned growth and adjusted accordingly.

Risk Management

The Directors actively review the major risks which the Charity faces at every board meeting and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen any risks. There is an assigned sub-committee who reviews risk on a bi-monthly basis.

FUTURE PLANS

The following key aims have been identified by the Directors for the year 2021-22:

- To complete the rebrand from Age Concern to Age Well East.
- To deliver the services outlined in the business plan and be excellent in our delivery.
- To ensure that the charity does meet the needs of the older people of Suffolk and Essex, by obtaining evidence as to the requirements of the older people of Suffolk and Essex.
- To reduce the reliance on smaller grants and donations through the development of sustainable funding by making significant progress on digital and personal fund-raising activity, through a widened spread of income streams and through major grant applications. To develop commissioned opportunities for multi-year funding with the CCG and Councils.
- To have the right number of trustees, staff, and volunteers, with suitable skills, trained and motivated to develop the services of the Charity, by continuing to refresh the Trustee Board and implement suitable appraisals.
- To increase our ability to engage with older people of Suffolk and Essex through development of our services in line with demands of those we serve and available funding to support.
- To ensure all those involved in running and supporting the charity are fully informed of its financial position and understand the implications of Strategy and Risk.
- To ensure that the systems and facilities are adequate for the charity, by reviewing accommodation requirements with a view to developing opportunities for revenue generation.
- To raise the profile of the charity through media, conferences, partnerships, and networks.
- To continue to develop our partnerships more closely with other charities.
- To review the need within our current geography and more widely.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

FUTURE PLANS

As part of a planned strategic review, we are looking at our current brand and brand image in the market through a branding organisation. Part of the strategic review will look at our current service provision against the needs of the people we serve and how we match. The review will also look at our current relationship with Age UK, and consideration to a more autonomous relationship without restrictions on our current boundaries through a rebrand.

Premises remain a consideration for the charity as we develop services. The current centre has developed good signs of sustainability although this will continue to be monitored in relation to COVID impact. Grant makers favourably consider charities that are working hard to generate income themselves and this channel is seen as a good way of doing this whilst also meeting our charitable objectives and reducing social isolation. More than this, the centre connects us with the people we serve in a very direct way.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age Well East Ltd is a registered charity and is incorporated as a company limited by guarantee. The activities are governed by a Memorandum and Articles of Association 1 February 2011, as amended 9 May 2012, 14 April 2016, and 30 October 2018.

Directors are elected at the Annual General Meeting of the company for a period of three years from the date of their election. They are eligible for re-election after that period, except that the Chairman may serve for a maximum of six consecutive years. The board may co-opt Directors during the year, to serve until the conclusion of the next Annual General Meeting. The Directors of the company are also the charity Trustees for the purposes of charity law.

The Directors are selected for their experience and skills in areas which it is felt will enable them to contribute towards the governance of the charity. Recruitment is through application to the charity and a selection process conducted by the Directors. Induction for new Directors is available in-house and through external training.

The Board and subgroups continue to meet to develop the work of the charity on a regular basis.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07517777 (England and Wales)

Registered Charity number
1142414

Registered office
63 North Hill
Colchester
Essex
CO1 1PX

Trustees

C J Andrews
C N Bennett
E Bloomfield
G Duthie (resigned 16.2.21)
V M Loaiza
D C Pape (resigned 6.5.20)
A Reeves
J A Wiggins
A Georgeson
N W J Avery
S Britter

Company Secretary
C J Andrews

AGE WELL EAST LTD

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner
Baker Chapman & Bussey
Chartered Accountants
3 North Hill
Colchester
Essex
CO1 1DZ

Solicitors
Womble, Bond and Dickinson
4 More London Riverside
Greater London
SE1 2AU

Bankers
The Co-operative Bank plc
Delf House
Southway
Skelmersdale
WN8 6WT

Approved by order of the board of trustees on 22nd November 2021 and signed on its behalf by:


.....
N W J Avery - Trustee

AGE WELL EAST LTD

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	150,952	46,787	197,739	108,226
Charitable activities					
Advice services	5	3,250	102,412	105,662	59,389
Communities		3,000	136,306	139,306	79,927
Veranda		170	27,539	27,709	71,094
Emotional support		-	45,676	45,676	2,250
Fund raising	3	-	-	-	10,484
Investment income	4	124	-	124	322
Total		157,496	358,720	516,216	331,692
EXPENDITURE ON					
Raising funds	6	3,029	-	3,029	22,058
Charitable activities					
Advice services	7	27,488	118,629	146,117	108,242
Communities		24,573	157,484	182,057	98,595
Information services		-	-	-	8,026
Veranda		8,809	39,170	47,979	79,718
Emotional support		22,942	65,709	88,651	836
Total		86,841	380,992	467,833	317,475
NET INCOME/(EXPENDITURE)		70,655	(22,272)	48,383	14,217
Transfers between funds	17	(785)	785	-	-
Net movement in funds		69,870	(21,487)	48,383	14,217
RECONCILIATION OF FUNDS					
Total funds brought forward		63,465	40,224	103,689	89,472
TOTAL FUNDS CARRIED FORWARD		133,335	18,737	152,072	103,689

The notes form part of these financial statements

AGE WELL EAST LTD

BALANCE SHEET
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	13	12,301	37,616	49,917	49,634
CURRENT ASSETS					
Debtors	14	13,919	-	13,919	5,846
Cash at bank		<u>121,365</u>	<u>440,033</u>	<u>561,398</u>	<u>226,908</u>
		135,284	440,033	575,317	232,754
CREDITORS					
Amounts falling due within one year	15	<u>(14,250)</u>	<u>(458,912)</u>	<u>(473,162)</u>	<u>(178,699)</u>
NET CURRENT ASSETS		<u>121,034</u>	<u>(18,879)</u>	<u>102,155</u>	<u>54,055</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>133,335</u>	<u>18,737</u>	<u>152,072</u>	<u>103,689</u>
NET ASSETS		<u>133,335</u>	<u>18,737</u>	<u>152,072</u>	<u>103,689</u>
FUNDS	17				
Unrestricted funds				133,335	63,465
Restricted funds				<u>18,737</u>	<u>40,224</u>
TOTAL FUNDS				<u>152,072</u>	<u>103,689</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

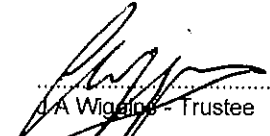
The notes form part of these financial statements

AGE WELL EAST LTD

BALANCE SHEET - continued
31 MARCH 2021

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 22nd November 2021 and were signed on its behalf by:


.....
J.A Wiggin - Trustee


.....
N W J Avery - Trustee

The notes form part of these financial statements

AGE WELL EAST LTD

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>351,609</u>	<u>172,780</u>
Net cash provided by operating activities		<u>351,609</u>	<u>172,780</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(17,243)</u>	<u>(16,054)</u>
Interest received		<u>124</u>	<u>322</u>
Net cash used in investing activities		<u>(17,119)</u>	<u>(15,732)</u>
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		334,490	157,048
Cash and cash equivalents at the beginning of the reporting period		<u>226,908</u>	<u>69,860</u>
Cash and cash equivalents at the end of the reporting period		<u>561,398</u>	<u>226,908</u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	48,383	14,217
Adjustments for:		
Depreciation charges	16,959	13,525
Interest received	(124)	(322)
(Increase)/decrease in debtors	(8,073)	783
Increase in creditors	<u>294,464</u>	<u>144,577</u>
Net cash provided by operations	<u>351,609</u>	<u>172,780</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank	<u>226,908</u>	<u>334,490</u>	<u>561,398</u>
	<u>226,908</u>	<u>334,490</u>	<u>561,398</u>
Total	<u>226,908</u>	<u>334,490</u>	<u>561,398</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants and donations and is included in full when receivable.

Gift Aid recoveries on donations from individuals are recognised in the same period as the donation.

Legacy income is included when it is probable that it will be received. Receipt is normally probable when:

- there has been grant of probate;
- the executors have established that there are sufficient assets in the estate, after settling any liabilities, to pay the legacy; and
- any conditions attached to the legacy are either within the control of the charity or have been met.'

Unrestricted grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Restricted grants are recognised on receipt except to the extent where the grant is time related to the delivery of a service in a future period it is carried forward as deferred income.

Government grants received in connection with the Covid-19 pandemic to cover furloughed employees (CJRS grants) are recognised in donations under the normal recognition criteria.

Donated services are included at the value to the charity where this can be quantified, and where they have been supplied by local businesses in the course of their normal activities. The value of services provided by volunteers has not been included in these financial statements.

Investment income is included when receivable.

Expenditure

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

Allocation and apportionment of costs

Direct costs are allocated against activities as incurred. Other costs have been apportioned equally over the activities which is considered to be a reasonable estimate.

Tangible fixed assets

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

Improvements to property	- Period of lease
Plant and machinery	- 25% on cost
Fixtures and fittings	- 15% on reducing balance

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES - continued**Taxation**

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

Donated goods and services

Donated goods and services are recognised in the financial statements when: control over the expected economic benefits that flow from the donation has passed to the charity and any performance-related conditions attached to the donation have been fully met; it is more likely than not that the economic benefits associated with the donated item will flow to the charity; the fair value or value to the charity of the donated item can be measured reliably.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	17,501	41,826
Legacies	100,953	-
Grants	79,285	41,650
Donated services and facilities	-	24,750
	<u>197,739</u>	<u>108,226</u>

3. FUND RAISING

	2021	2020
	£	£
Fundraising events	-	10,484

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>124</u>	<u>322</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**5. INCOME FROM CHARITABLE ACTIVITIES**

		2021	2020
		£	£
Grants	Advice services	105,662	59,389
Cafe income	Communities	-	16
Grants	Communities	139,306	79,911
Cafe income	Veranda	170	19,351
Grants	Veranda	27,539	51,743
Grants	Emotional support	<u>45,676</u>	<u>2,250</u>
		<u>318,353</u>	<u>212,660</u>

6. RAISING FUNDS**Raising donations and legacies**

	2021	2020
	£	£
Staff costs	-	4,699
Marketing	-	<u>900</u>
	<u>-</u>	<u>5,599</u>

Other trading activities

	2021	2020
	£	£
Purchases	3,029	10,383
Fundraising costs	-	<u>6,076</u>
	<u>3,029</u>	<u>16,459</u>

Aggregate amounts

<u>3,029</u>	<u>22,058</u>
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7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Advice services	102,467	43,650	146,117
Communities	137,853	44,204	182,057
Veranda	33,281	14,698	47,979
Emotional support	<u>50,153</u>	<u>38,498</u>	<u>88,651</u>
	<u>323,754</u>	<u>141,050</u>	<u>464,804</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**8. SUPPORT COSTS**

	Management £	Finance £	Information technology £
Advice services	33,668	31	6,880
Communities	33,871	31	4,615
Veranda	10,513	99	3,304
Emotional support	<u>33,663</u>	<u>30</u>	<u>2,366</u>
	<u>111,715</u>	<u>191</u>	<u>17,165</u>
	Human resources £	Governance costs £	Totals £
Advice services	2,076	995	43,650
Communities	4,693	994	44,204
Veranda	532	250	14,698
Emotional support	<u>1,445</u>	<u>994</u>	<u>38,498</u>
	<u>8,746</u>	<u>3,233</u>	<u>141,050</u>

9. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	16,960	13,525
Operating leases payments - rent	9,000	9,000
Independent Examiner's fees - Independent Examination	2,400	1,364
Independent Examiner's fees - other services	<u>487</u>	<u>288</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

11. STAFF COSTS

	2021 £	2020 £
Wages and salaries	339,529	176,413
Social security costs	18,684	6,480
Other pension costs	<u>9,116</u>	<u>3,385</u>
	<u>367,329</u>	<u>186,278</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

11. STAFF COSTS - continued

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

	2021	2020
Management & Support	6	1
Information services	1	1
Advisory services	6	4
Befriending services	7	4
Veranda	3	3
Emotional support	2	1
Fundraising	1	-
	<u>26</u>	<u>14</u>

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

The full time equivalent number of employees was 14.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	43,076	65,150	108,226
Charitable activities			
Advice services	-	59,389	59,389
Communities	16	79,911	79,927
Veranda	19,351	51,743	71,094
Emotional support	-	2,250	2,250
Fund raising	10,484	-	10,484
Investment income	322	-	322
Total	<u>73,249</u>	<u>258,443</u>	<u>331,692</u>
EXPENDITURE ON			
Raising funds	11,669	10,389	22,058
Charitable activities			
Advice services	19,342	88,900	108,242
Communities	1,974	96,621	98,595
Information services	5,776	2,250	8,026
Veranda	22,785	56,933	79,718
Emotional support	-	836	836
Total	<u>61,546</u>	<u>255,929</u>	<u>317,475</u>
NET INCOME	11,703	2,514	14,217
RECONCILIATION OF FUNDS			
Total funds brought forward	51,762	37,710	89,472

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	<u>63,465</u>	<u>40,224</u>	<u>103,689</u>

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1 April 2020	27,339	43,490	7,830	78,659
Additions	<u>1,525</u>	<u>15,718</u>	-	<u>17,243</u>
At 31 March 2021	<u>28,864</u>	<u>59,208</u>	<u>7,830</u>	<u>95,902</u>
DEPRECIATION				
At 1 April 2020	8,128	16,371	4,526	29,025
Charge for year	<u>4,064</u>	<u>12,401</u>	<u>495</u>	<u>16,960</u>
At 31 March 2021	<u>12,192</u>	<u>28,772</u>	<u>5,021</u>	<u>45,985</u>
NET BOOK VALUE				
At 31 March 2021	<u>16,672</u>	<u>30,436</u>	<u>2,809</u>	<u>49,917</u>
At 31 March 2020	<u>19,211</u>	<u>27,119</u>	<u>3,304</u>	<u>49,634</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other debtors	250	1,916
Prepayments and accrued income	<u>13,669</u>	<u>3,930</u>
	<u>13,919</u>	<u>5,846</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	9,699	1,011
Other creditors	7,307	6
Accrued expenses	4,466	3,922
Deferred income	<u>451,690</u>	<u>173,760</u>
	<u>473,162</u>	<u>178,699</u>

Deferred income relates to income received in advance of their contractual start date.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	9,000	9,000
Between one and five years	<u>18,000</u>	<u>27,000</u>
	<u>27,000</u>	<u>36,000</u>

17. MOVEMENT IN FUNDS

	At 1.4.20	Net	Transfers	At
	£	movement	between	31.3.21
	£	in funds	funds	£
Unrestricted funds				
General fund	40,465	70,655	(785)	110,335
Designated fund	<u>23,000</u>	-	-	<u>23,000</u>
	63,465	70,655	(785)	133,335
Restricted funds				
CEO fund	457	(375)	-	82
Information and advice	1,909	(2,057)	148	-
Capital equipment	409	(409)	-	-
Communities	4,992	(3,564)	-	1,428
Building	21,434	(6,447)	272	15,259
Veranda	9,609	(7,641)	-	1,968
Emotional Support	<u>1,414</u>	<u>(1,779)</u>	<u>365</u>	-
	<u>40,224</u>	<u>(22,272)</u>	<u>785</u>	<u>18,737</u>
TOTAL FUNDS	<u>103,689</u>	<u>48,383</u>	<u>-</u>	<u>152,072</u>

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

	Incoming	Resources	Movement
	resources	expended	in funds
	£	£	£
Unrestricted funds			
General fund	157,496	(86,841)	70,655
Restricted funds			
CEO fund	38,397	(38,772)	(375)
Information and advice	102,412	(104,469)	(2,057)
Capital equipment	-	(409)	(409)
Communities	136,307	(139,871)	(3,564)
Building	-	(6,447)	(6,447)
Veranda	27,538	(35,179)	(7,641)
Emotional Support	45,677	(47,456)	(1,779)
Office	<u>8,389</u>	<u>(8,389)</u>	-
	<u>358,720</u>	<u>(380,992)</u>	<u>(22,272)</u>
TOTAL FUNDS	<u>516,216</u>	<u>(467,833)</u>	<u>48,383</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	29,862	11,703	(1,100)	40,465
Designated fund	<u>21,900</u>	<u>-</u>	<u>1,100</u>	<u>23,000</u>
	51,762	11,703	-	63,465
Restricted funds				
CEO fund	648	(191)	-	457
Information and advice	1,179	730	-	1,909
Capital equipment	816	(407)	-	409
Communities	2,105	2,887	-	4,992
Building	28,178	(6,744)	-	21,434
Veranda	4,784	4,825	-	9,609
Emotional Support	<u>-</u>	<u>1,414</u>	<u>-</u>	<u>1,414</u>
	<u>37,710</u>	<u>2,514</u>	<u>-</u>	<u>40,224</u>
TOTAL FUNDS	<u>89,472</u>	<u>14,217</u>	<u>-</u>	<u>103,689</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	73,249	(61,546)	11,703
Restricted funds			
CEO fund	40,399	(40,590)	(191)
Information and advice	84,138	(83,408)	730
Capital equipment	-	(407)	(407)
Communities	79,912	(77,025)	2,887
Building	188	(6,932)	(6,744)
Veranda	51,556	(46,731)	4,825
Emotional Support	<u>2,250</u>	<u>(836)</u>	<u>1,414</u>
	<u>258,443</u>	<u>(255,929)</u>	<u>2,514</u>
TOTAL FUNDS	<u>331,692</u>	<u>(317,475)</u>	<u>14,217</u>

Designated Fund

The designated funds have been set aside to cover estimated costs on contractual commitments.

Restricted Funds

CEO Fund

The Colin Bennett Charitable Trust has provided donations that have covered the cost of leadership. Colin is a great believer that by having great leadership in an organisation that great good can be done to a wide section of the community we serve.

17. MOVEMENT IN FUNDS - continued

Advice Service

The Advice Service was unfunded from councils for the fifth year in a row and has required self-funding and grants to deliver the service. This invaluable service delivered £1.1m of benefit entitlements to those who are the most marginalised in society and who face poverty, social isolation, and loneliness. Funding came predominantly from community fundraising, a portion of a legacy, the NHS, donations from users of the service, Garfield Weston, Essex Community Foundation, The Hindu Society, and the National Lottery. Other contributions to ensure this vital department stayed operational came from Personal Fundraising, Sir Bob Russell's Winter Fuel Appeal, and our regular giving scheme. We are very grateful for the public in recognizing our contribution despite no council funding towards this invaluable work in the community.

Communities

Communities was covered by several funds including the Colchester Borough Council Voluntary Welfare Fund, Essex Community Foundation, Colchester Catalyst Charity, self-generated income from fundraising, Colchester Borough Homes, Parish Councils, Mulberry Trust, the CCG / NHS, Age UK, Groundwork UK (Tesco), One Colchester Winter Resilience Fund and FSJ. The befriending extended from 185 people to 309 with 124 new clients across this time period showing very strong growth.

Building

Funds received in respect of the move to the premises on North Hill, including property improvement and other capital costs that are being depreciated over estimated useful life.

Emotional Support

Funds received via the North-East Essex End of Life Board for a project to provide befriending to those at end of life and their families. The activity was severely hampered by COVID, and we were requested to divert focus to bereavement.

The Veranda Friendship Centre

Due to the Covid pandemic, those who usually attended the Veranda Centre were befriended through penfriending and digital or telephone contact. External support came from the Essex Community Fund, Catalyst and the National Lottery.

Office

The North-East Essex Clinical Commissioning Group have recognised the great work that is being done to form a communities pathway to avoid readmissions. Much of this funding is used for front line services but there is a recognition that strengthening the support service function is part of delivering an excellent service. A contact centre has been created for launch in March 2021 to cover the commissioned period across 2021/2022 and is designed to improve the quality and consistency of client journey.

18. RELATED PARTY DISCLOSURES

During the year the charity received grants from the Colin Bennett Charitable Trust, totalling £nil (2020: £56,186). Colin Bennett is a trustee of Age Well East and the Colin Bennett Charitable Trust.

The charity leases its premises at 63 North Hill from Colin Bennett. The rent paid in the year was £9,000 (2020:£9,000). The lease expires on 31st March 2024.

During the year the charity received donated services worth £nil (2020: £24,750) from John Fowlers Solicitors, a firm in which C Andrews is a partner.

Key management personnel compensation

Total key management personnel compensation paid in the year was £145,506 (2020: £94,622).

19. COVID-19 PANDEMIC

In line with government advice and regulations and to protect our staff and the people who we work with, we suspended all face to face services in March 2020. We have been agile in developing alternative models of service delivery and in accessing new funding and will resume face to face services as soon as they can be undertaken safely.

The pandemic has created both threats and opportunities for the charity and we have managed some of our short term financial risk through accessing the Coronavirus Job Retention Scheme and a local business grant. We have a strong balance sheet and have developed a diverse range of sources of funding. In particular our business plans are less reliant than many charities on face to face fundraising. In the light of this, the Trustees are confident in the financial and operational sustainability of the charity for the foreseeable future.