

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

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

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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 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**

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**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**

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**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  
Colchester Borough Homes  
Essex County Council  
Tendring District Council  
Parish & Town Council Grants  
St Helena Hospice  
North East Essex CCG / ICS  
CVS Tendring  
Provide CIC  
Essex Community Foundation  
Austin Hick Trust  
Cooperative Bank  
Armed Forces Covenant  
Colchester Catalyst Charity  
Colin N Bennett Charitable Trust  
John Walter Wynn Charitable Discretionary Trust  
Mulberry Trust  
The Rotary Club of Colchester  
Tudor Trust  
Anglian Water  
Charles S French Charitable Trust

Francis Winham Foundation  
The National Lottery Community Fund  
One Colchester Resilience Fund  
Police, Fire & Crime Commissioners  
Robert McAlpine Foundation  
Sylvia Waddilove Foundation  
Sport England  
Veterans Foundation  
29th May 1961 Charitable Trust  
Arnold Clarke  
Ben & Ella's Farm Shop  
Charity of Mary Catherine Ford Smith  
FSJ Foundation  
Independent Age  
Michael and Anna Wix Charitable Trust  
Out There Media  
Sir Jules Thorn  
St Peters Church  
Woods Senior Citizens Club  
Sir Bob Russell  
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**

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**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**

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**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

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

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**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

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### 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 £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	68,573	162,250	230,823	197,739
<b>Charitable activities</b>					
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
<b>Total</b>		<b>87,014</b>	<b>688,635</b>	<b>775,649</b>	<b>516,216</b>
<b>EXPENDITURE ON</b>					
Raising funds	5	5,914	-	5,914	3,029
<b>Charitable activities</b>	6				
Advice services		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	-
<b>Total</b>		<b>73,592</b>	<b>698,093</b>	<b>771,685</b>	<b>467,833</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>13,422</b>	<b>(9,458)</b>	<b>3,964</b>	<b>48,383</b>
<b>Transfers between funds</b>	16	<b>(1,052)</b>	<b>1,052</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>12,370</b>	<b>(8,406)</b>	<b>3,964</b>	<b>48,383</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>133,335</b>	<b>18,737</b>	<b>152,072</b>	<b>103,689</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>145,705</b>	<b>10,331</b>	<b>156,036</b>	<b>152,072</b>

The notes form part of these financial statements

**BALANCE SHEET**  
**31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	<b>31.3.22 Total funds £</b>	31.3.21 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	<b>22,007</b>	<b>24,915</b>	<b>46,922</b>	49,917
<b>CURRENT ASSETS</b>					
Debtors	13	<b>64,776</b>	<b>135,000</b>	<b>199,776</b>	13,919
Cash at bank		<b>88,124</b>	<b>789,787</b>	<b>877,911</b>	561,398
		<b>152,900</b>	<b>924,787</b>	<b>1,077,687</b>	575,317
<b>CREDITORS</b>					
Amounts falling due within one year	14	<b>(29,202)</b>	<b>(939,371)</b>	<b>(968,573)</b>	(473,162)
<b>NET CURRENT ASSETS</b>		<b>123,698</b>	<b>(14,584)</b>	<b>109,114</b>	102,155
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>145,705</b>	<b>10,331</b>	<b>156,036</b>	152,072
<b>NET ASSETS</b>		<b>145,705</b>	<b>10,331</b>	<b>156,036</b>	152,072
<b>FUNDS</b>	16				
Unrestricted funds				<b>145,705</b>	133,335
Restricted funds				<b>10,331</b>	18,737
<b>TOTAL FUNDS</b>				<b>156,036</b>	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	<b>31.3.22</b> £	31.3.21 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<b>333,628</b>	351,609
Net cash provided by operating activities		<b>333,628</b>	351,609
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		<b>(17,197)</b>	(17,243)
Interest received		<b>82</b>	124
Net cash used in investing activities		<b>(17,115)</b>	(17,119)
<b>Change in cash and cash equivalents in the reporting period</b>		<b>316,513</b>	334,490
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>561,398</b>	226,908
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>877,911</b>	561,398

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**

	<b>31.3.22</b>	31.3.21
	<b>£</b>	<b>£</b>
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	<b>3,964</b>	48,383
<b>Adjustments for:</b>		
Depreciation charges	<b>20,193</b>	16,959
Interest received	<b>(82)</b>	(124)
Increase in debtors	<b>(185,857)</b>	(8,073)
Increase in creditors	<b>495,410</b>	294,464
<b>Net cash provided by operations</b>	<b><u>333,628</u></b>	<b><u>351,609</u></b>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.21	Cash flow	At 31.3.22
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Net cash</b>			
Cash at bank	<b>561,398</b>	<b>316,513</b>	<b>877,911</b>
	<b><u>561,398</u></b>	<b><u>316,513</u></b>	<b><u>877,911</u></b>
<b>Total</b>	<b><u>561,398</u></b>	<b><u>316,513</u></b>	<b><u>877,911</u></b>

## 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>

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

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

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

**Other trading activities**

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

**6. CHARITABLE ACTIVITIES COSTS**

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

**7. SUPPORT COSTS**

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

	<b>31.3.22</b>	31.3.21
	£	£
Depreciation - owned assets	<b>20,192</b>	16,960
Operating leases payments - rent	<b>12,000</b>	9,000
Independent Examiner's fees - Independent Examination	<b>2,472</b>	2,400
Independent Examiner's fees - other services	<b>510</b>	487
	<u><b>35,174</b></u>	<u>28,847</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**

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

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

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

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

The full time equivalent number of employees was 14.

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

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	150,952	46,787	197,739
<b>Charitable activities</b>			
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
<b>Total</b>	<u>157,496</u>	<u>358,720</u>	<u>516,216</u>
<b>EXPENDITURE ON</b>			
Raising funds	3,029	-	3,029
<b>Charitable activities</b>			
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
<b>Total</b>	<u>86,839</u>	<u>380,994</u>	<u>467,833</u>
<b>NET INCOME/(EXPENDITURE)</b>	70,657	(22,274)	48,383
<b>Transfers between funds</b>	(785)	785	-
<b>Net movement in funds</b>	69,872	(21,489)	48,383
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	63,465	40,224	103,689
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>133,337</u></u>	<u><u>18,735</u></u>	<u><u>152,072</u></u>

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

**12. TANGIBLE FIXED ASSETS**

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

**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
	199,776	13,919

**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
	968,573	473,162

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
	24,000	36,000

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

**16. MOVEMENT IN FUNDS**

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
<b>Unrestricted funds</b>				
General fund	133,335	13,422	(1,052)	145,705
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
General fund	87,014	(73,592)	13,422
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<u>775,649</u>	<u>(771,685)</u>	<u>3,964</u>

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

**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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
General fund	157,496	(86,841)	70,655
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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).