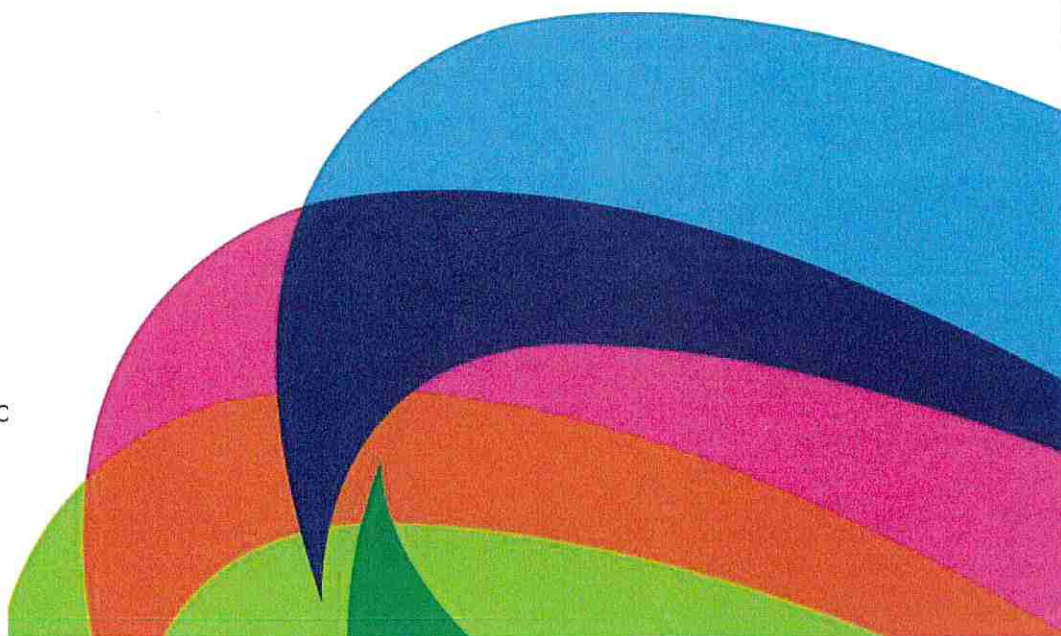


REGISTERED COMPANY NUMBER: 07956458 (England and Wales)

REGISTERED CHARITY NUMBER: 1147675

**Report of the Trustees and  
Financial Statements for the Year Ended 31 March 2021  
for  
Age UK Tunbridge Wells**

Porritt Rainey  
The Crown Business C  
10 High Street  
Otford  
Sevenoaks  
Kent  
TN14 5PQ



Age UK Tunbridge Wells

Contents of the Financial Statements  
for the year ended 31 March 2021

---

	Page
Report of the Trustees	3 to 12
Report of the Independent Auditors	13 to 14
Statement of Financial Activities	15
Statement of Financial Position	16
Statement of Cash Flows	17
Notes to the Financial Statements	18 to 26

---

## **Age UK Tunbridge Wells**

### **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 2015).

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

07956458 (England and Wales)

##### **Registered Charity number**

1147675

##### **Registered office**

Day Centre  
Wood Street  
Tunbridge Wells  
Kent  
TN1 2QS

##### **Trustees**

N M Stratton  
J C Moys  
K M Sergeant  
S J Wisdom  
K Pharoah

Retired Solicitor  
Chartered Surveyor  
Services Manager Alzheimer's Society  
School Business Manager  
Retired Counsellor

##### **Company Secretary**

Mrs S Springett

##### **Auditors**

Porritt Rainey  
The Crown Business Centre  
10 High Street  
Otford  
Sevenoaks  
Kent  
TN14 5PQ



**Report of the Trustees  
for the year ended 31 March 2021**

---

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is controlled by its governing document, the Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

**Recruitment and appointment of new trustees**

The Chair undertakes an audit of the Trustees on an annual basis to ensure the Board has a full complement of members with relevant skills and expertise. Where gaps are identified Trustees are offered any required training and new members recruited as required. Trustees retire in rotation and are elected at the Annual General Meeting. New Trustees can be appointed in this way or can be co-opted by the Board in accordance with the Articles of Association.

**Induction and training of new trustees**

New Trustees work through an induction period. They are provided with an induction pack that includes a copy of the governing document, recent board meeting minutes, an annual report and accounts, and the business plan. A Trustee is mentored and guided by a fellow Trustee and the Chief Officer who will help familiarise the new member with the organisational structure, the individual staff and volunteers, an overview of the services provided and the policies and procedures currently in place.

**Organisational structure**

General control, management and administration of the Charity is carried out by the Board of Trustees who are appointed by way of nomination and election by the membership in accordance with the procedures detailed in the Governing Document. The Board of Trustees is authorised to appoint new Trustees to fill vacancies through resignation or death of an existing Trustee.

The Trustees named on page 3 have served throughout the year stated unless stated otherwise. The Board met 6 times during the year. Trustees formulate the strategic direction of the Charity and have overall responsibility for ensuring the Charity has appropriate systems of control, financial and otherwise. Responsibility for the day-to-day management of the Charity and the delivery of services is delegated to the Chief Officer.

**Affiliation and relationship between the Charity and other organisations**

Age UK Tunbridge Wells is a Brand Partner with Age UK, which was formed in 2009 by the merger of Age Concern and Help the Aged. The Trustees of Age UK Tunbridge Wells signed the Partnership Agreement and the Directors believe it remains beneficial to the operation of the organisation.

Age UK Tunbridge Wells remains an independent, locally-governed and locally-funded organisation, able to respond to the needs of people in later life within the Tunbridge Wells locality.

**Report of the Trustees  
for the year ended 31 March 2021**

---

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Systems of internal control are designed to provide reasonable but not absolute assurance against material mis-statement or loss. They include:

- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variance from budgets, non-financial performance indicators and benchmarking.
- Delegation of authority and segregation of duties.
- Identification and management of risks.

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

To promote the following purposes for the benefit of the public and/or older people in and around the borough of Tunbridge wells:

1. Preventing or relieving the poverty of older people
2. Advancing education
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity
5. Promoting the human rights of older people in accordance with the universal declaration of human rights
6. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
7. Such other charitable purposes for the benefit of older people as the trustees may from time to time decide

The outcome of this being the promotion of the well-being of older people

We attempt to achieve these objectives in a number of ways including the provision of practical services such as Day Care, Dementia Day Care, Information & Advice, Advocacy Services, Independent Living Services and many more.

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission



### Significant activities

This year's report is unlike any previous report as we reflect on a unique year. Having been involved in this organisation and some of its predecessors since 1984, in all that time we have never faced such a health crisis as we did this year. As we closed the financial report for the last period 2019-20 the Covid 19 Pandemic was just beginning, and we had no idea what an effect it would have on our services during the year. By April 2020 the entire Country was in a full lock down with only essential services operating.

I won't dwell too much on the wider effects of the Pandemic, much of which will remain in our collective memories for years to come. Suffice it to say that the effect for those who were older, more vulnerable, socially isolated, or not digitally connected, was that life became extremely challenging.

Many of the services we ordinarily provide had to be paused with immediate effect and we were faced with finding new ways of supporting people to survive these very difficult times. Our staff came up with innovative solutions.

To support those who had previously attended the Day Centre, we hastily developed a Community Hot Meal Service to ensure people were able to access fresh food and drink every day and extended this to 7 days per week from the start. In the first eight weeks of the year, we prepared and delivered over 3,000 meals to older vulnerable people. To do this we had not only to rely on our staff, but in addition we were blessed with an army of local volunteers, who turned out in force to support the older community. By the end of the financial year, we have prepared and supplied 33,052 meals directly to individual older people. Some of these have been free and some have been at a reduced cost. The important point being that older people were able to have access to nutritional food to help keep them as healthy as possible.

In addition, we ensured that those who could manage to cook for themselves had access to groceries and other essentials, such as toilet rolls. In the first few weeks of the pandemic, this often entailed staff and volunteers queuing outside supermarkets for hours on end or driving around looking for essential supplies. Again, in the first eight weeks we provided over 2,000 shopping or prescription collection calls. Some of these shopping trips were funded by Age UK, as many older people were unable to access their bank or pension. This number is a conservative estimate as it took a while to develop the systems to record all that we were doing. By the end of the financial year, we delivered direct to individual older people 18,332 episodes of support, including shopping, prescription collection, bed changing and essential cleaning.

Mindful of how socially isolated many older people had become and without a clear end in sight, we developed a system for welfare visits and calls to support people to cope in the new circumstances. The staff at the Day Centre took up this challenge and kept in touch with older people, either by a regular telephone call or a home visit – standing at a safe distance



in the garden! We got many requests from distant family members concerned about a loved one who would be alone. The Pandemic highlighted the fact that many people in their 60's and 70's are supporting their older relatives, but that the lockdown made that incredibly difficult if not impossible. During this period, we provided over 10,000 welfare calls or visits to check-up on people, reassure or just to have a chat.

As the new reality of living with Covid evolved over the year, so our services and responses evolved. An example of this was encouraging older people to meet virtually using the internet and providing support and equipment for those who had never used digital technology. For some this worked well. Virtual coffee mornings were established, exercise groups and virtual classes. Whilst some have embraced this new technology, the Pandemic has demonstrated how disadvantaged people are if they do not have access to the internet and we have much work to do to try to ensure all older people have equal access and the ability to use modern technology.

As the year moved on and the first lockdown eased, we developed further the "new" way of working. Some staff and volunteers have remained based at the Centre in Wood Street, whilst others have and continue to work from home. Procedures and protocols have been developed to help stop the spread of the virus and keep both the older people and our staff safe and well.

We were supported financially over the year by Kent County Council and the local Borough Council, and this support meant we were able to keep support services operating throughout the year. We also received specific funding from the British Legion to support veterans, and Age UK national through various appeals and fund-raising initiatives were also able to support our work. I am very grateful to them all, both for that financial support, but also their encouragement and help throughout the year.

As a result of the pandemic, Kent County Council decided to pause the contract tendering process and extend our grant for a further year. They also provided us with extra support to compensate for loss of income. Subsequently, the tendering process was restarted and unfortunately, we were not successful in our contract bid. In effect our normal funding ceased overnight at the beginning of the next financial year. This at a time when services were only just beginning to open again and we had no opportunity of transforming to a full cost recovery model.

I cannot end this report without expressing my heartfelt gratitude to all our staff and volunteers. Simply put, they have been magnificent. Our staff have proved, if we did not know it already, how extremely flexible and adaptable they are, and lead by our Chief Officer, Sandra, have provided innovative and comprehensive support to the older community in Tunbridge Wells during this very difficult period. I want to thank them all.



Report of the Trustees  
for the year ended 31 March 2021

---

Also, I want to mention the volunteers, many of whom were furloughed, who turned up, at some risk to their own health, and helped us provide the meals and other services. Many then returned to their normal work, but without the extra help that they provided, we would not have coped.

My thanks as ever to my fellow Trustees for their continued support and for getting used to meeting online, sometimes at short notice, to deal with problems as they arose. We have tried, as much as possible, to fulfil our governance responsibilities, in these difficult times. Through the financial support that we have received, we ended the year on a strong financial footing and with reserves that have enabled us to start building back, but with much to do for the future.

  
Chairman

#### Our Services

Due to the on-going Covid 19 Pandemic we have given a brief overview of the main services we provide ordinarily during the year. As reflected upon above these services have been paused or adapted considerably. In addition to those services listed below we have developed a Community Meal Service and a Dementia Home Support service.

#### Information and Advice

We provide a range of Information and Advice services to older local people, including housing advice, benefit and income maximisation, care services as well as guide people to more detailed information and support as required. Our service has been in constant demand during this period although face to face delivery has been all but impossible to deliver safely except in extenuating circumstances. Staff have adapted to work over the telephone or use virtual meeting technology.

#### Advocacy

We have a qualified Advocate on the staff to work with those who need extra support to deal with life's challenges. Advocacy is delivered free at the point of access and is task specific, it designed to enable the recipient to have the support and help needed to address a particular situation. The service has supported people with a range of issues including adult safeguarding, divorce, utility company challenges, housing provider challenges, noise nuisance and family breakdowns. Again, our service has been in constant demand during this period although face to face delivery has been all but impossible to deliver safely except in extenuating circumstances. Staff have adapted to work over the telephone or use virtual meeting technology.



**Report of the Trustees  
for the year ended 31 March 2021**

---

**Dementia Service**

The Dementia service has established itself at Wood Street, open three days per week and complimented by the Cognitive Stimulation Therapy sessions to support those with a recent diagnosis/early onset of dementia. The service has been closed due to safety restrictions, to support our clients we have offered one to one home support and some virtual sessions for those able to access this and participate.

**Independent Living Support Service (ILS)**

ILS is a community based service, offering older people whatever help and support they need to maintain their independence. The service is truly person centred and directed by the client and include help and support with almost any task aside from those involving personal care. Support staff are chosen for their skills and experience and matched to clients where these skills can be most effective. Much of this work has continued during the Pandemic as it has been essential to keep people safe and well, the emphasis has been on essential tasks only, shopping, prescriptions, bed making and changing etc.

**Domiciliary Bathing**

The home bathing service continues to provide people with the support they need to access their own bathroom facilities. Our service manager, along with other members of staff are Trusted Assessors for the KCC Occupational Therapy service and are able to assess people using the service and assist them to obtain any aids or adaptations they need to continue to use their home facilities safely. Our bathing staff aid with reassurance and encouragement, assist with care plans and are able to flag up any deterioration in a clients wellbeing or physical health and so enable prompt interventions. The service has continued during the year, it is personal care service and staff have taken all the necessary precautions to protect the clients as well themselves and offered the service as safely as possible.

**Generic Day Services**

The Day Care service is as popular as ever, the two days are at capacity seeing 50 plus older people attending on a regular basis. The service offers even the most frail older people the chance to spend the day in warm and friendly sociable environment, where they can maintain relationships with their peers and develop new ones. This service has been paused this year, instead we have offered one to one welfare calls and visits as well as encouraging and enabling people to meet up virtually. The virtual meet ups, for exercise, chats or particular interests are beginning to pick up momentum but are only reaching a few of clients. Many still need to be convinced of the merits of the new technology and assisted to overcome their fears.

## Age UK Tunbridge Wells

### Report of the Trustees for the year ended 31 March 2021

---

#### Volunteering

The opportunities to volunteer with us this year have been very different, but we have been overwhelmed by the tremendous support from local volunteers who have worked to support local older vulnerable people during this difficult time. The hot meal delivery service has been particularly dependent on volunteers to deliver the meals 7 days per week and we have had the benefit of a wonderful team of people who have turned out, many covering the service everyday. We have also been very well supported by local volunteers fundraising for us and/or making the essential face masks, needed to keep everyone safe. The response from our local community has been truly inspirational.

#### Befriending

Befriending has been adapted to that the Befrienders keep in touch with their clients via telephone or, as in some instances as restrictions have allowed, by a socially distanced visit, with the Befriender outside of the home and chatting through an open door. Many of our clients have benefitted from this type of service under the welfare calls and visits and for some clients who live alone and do not have immediate family it is very much a social lifeline.



## **FINANCIAL REVIEW**

### **Principal funding sources**

This year the principle funder has been Kent County Council (KCC) who have directed extra funding to support our Covid response services, many of the income generating services have been paused and staff re-directed to the emergency response. KCC have helped to offset the loss income and ensure the services have remained viable. We are acutely aware that this support is temporary and we will need to maintain services well into 2021-22 before the current restrictions begin to ease.

### **Reserves policy**

On the recommendation of the Charity Commission the Trustees have adopted a Reserves Policy in order for the Charity to justify and explain its reserves position and its reason for keeping funds in reserve. The policy is set out below:

#### *Reason for holding reserves*

The Charity needs reserves to safeguard its day to day services by maintaining a positive cash flow without recourse to borrowing. £160 K is sufficient and also would currently be sufficient to wind the charity down within 3 months as per the Charity Commission recommendations. We intend to continue to add to our reserves to enable the charity to have more financial resilience to deal with the on-going Pandemic and to adjust beyond the support historically offered by KCC. We have developed a two year financial strategy to enable us to become fully sustainable but with some flexibility to mitigate the uncertainty around the effects of the Pandemic, the restrictions and lockdowns.

#### *Level of reserves*

We have produced a surplus for the year leaving a total of £320,269 unrestricted reserves. The trustees believe that this level is sufficient to enable the organisation to continue during the on-going Covid 19 crisis as well ensure stability as we lose the historic grant core funding from KCC.

**Report of the Trustees  
for the year ended 31 March 2021**

---

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of Age UK Tunbridge Wells 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), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 18<sup>th</sup> November 2021 and signed on the board's behalf by:

  
N M Stratton  
Trustee



### Opinion

We have audited the financial statements of Age UK Tunbridge Wells (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2021 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 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.

**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

**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.

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 on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**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.

Alan R E Peal (Senior Statutory Auditor)  
for and on behalf of Porritt Rainey  
The Crown Business Centre  
10 High Street  
Otford  
Sevenoaks  
Kent  
TN14 5PQ

18 November 2021



Statement of Financial Activities  
for the year ended 31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	32,522	-	32,522	5,661
<b>Charitable activities</b>	5				
Social Opportunities		181,067	14,546	195,613	325,762
Independent Living Service		241,005	-	241,005	258,375
Domiciliary Service		52,468	-	52,468	72,105
Dementia Service		72,389	-	72,389	141,231
Advice and Information		29,154	-	29,154	-
Advocacy		14,694	-	14,694	14,694
Independent Services		24,162	-	24,162	-
Covid Response		228,431	10,000	238,431	-
Other trading activities	3	10,100	-	10,100	2,736
Investment income	4	234	-	234	455
Other income		1,285	-	1,285	15,960
<b>Total</b>		<b>887,511</b>	<b>24,546</b>	<b>912,057</b>	<b>836,979</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	2,625	-	2,625	5,426
<b>Charitable activities</b>	7				
Social Opportunities		94,345	1,848	96,193	295,351
Independent Living Service		232,498	129	232,627	230,276
Domiciliary Service		31,839	193	32,032	67,254
Dementia Service		71,798	215	72,013	125,180
Befriending Service		3,176	22	3,198	2,460
Advice and Information		28,534	43	28,577	23,809
Advocacy		23,002	33	23,035	21,878
Independent Services		24,133	11	24,144	30,372
Awareness Raising		-	-	-	2,460
Covid Response		217,832	269	218,101	-
<b>Total</b>		<b>729,782</b>	<b>2,763</b>	<b>732,545</b>	<b>804,466</b>
<b>NET INCOME</b>		<b>157,729</b>	<b>21,783</b>	<b>179,512</b>	<b>32,513</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		162,540	9,313	171,853	139,340
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>320,269</b>	<b>31,096</b>	<b>351,365</b>	<b>171,853</b>

The notes form part of these financial statements

Statement of Financial Position  
31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	13	7,444	-	7,444	8,849
<b>CURRENT ASSETS</b>					
Stocks	14	375	-	375	375
Debtors	15	51,101	-	51,101	40,911
Cash at bank and in hand		<u>282,001</u>	<u>31,100</u>	<u>313,101</u>	<u>147,586</u>
		333,477	31,100	364,577	188,872
<b>CREDITORS</b>					
Amounts falling due within one year	16	(20,656)	-	(20,656)	(25,868)
<b>NET CURRENT ASSETS</b>		<u>312,821</u>	<u>31,100</u>	<u>343,921</u>	<u>163,004</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>320,265</u>	<u>31,100</u>	<u>351,365</u>	<u>171,853</u>
<b>NET ASSETS</b>		<u>320,265</u>	<u>31,100</u>	<u>351,365</u>	<u>171,853</u>
<b>FUNDS</b>	17				
Unrestricted funds				320,265	162,540
Restricted funds				<u>31,100</u>	<u>9,313</u>
<b>TOTAL FUNDS</b>				<u>351,365</u>	<u>171,853</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 18 November 2021 and were signed on its behalf by:



Trustee

The notes form part of these financial statements



Age UK Tunbridge Wells

Statement of Cash Flows  
for the year ended 31 March 2021

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<u>165,755</u>	<u>36,198</u>
Net cash provided by operating activities		<u>165,755</u>	<u>36,198</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(474)	-
Interest received		<u>234</u>	<u>455</u>
Net cash (used in)/provided by investing activities		<u>(240)</u>	<u>455</u>
<b>Change in cash and cash equivalents in the reporting period</b>			
Cash and cash equivalents at the beginning of the reporting period		165,515	36,653
		<u>147,586</u>	<u>110,933</u>
Cash and cash equivalents at the end of the reporting period		<u>313,101</u>	<u>147,586</u>

The notes form part of these financial statements

Notes to the Statement of Cash Flows  
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)	179,512	32,513
Adjustments for:		
Depreciation charges	1,879	3,006
Interest received	(234)	(455)
(Increase)/decrease in debtors	(10,190)	9,630
Decrease in creditors	(5,212)	(8,496)
Net cash provided by operations	<u>165,755</u>	<u>36,198</u>

## 2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank and in hand	<u>147,586</u>	<u>165,515</u>	<u>313,101</u>
	<u>147,586</u>	<u>165,515</u>	<u>313,101</u>
Total	<u>147,586</u>	<u>165,515</u>	<u>313,101</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.

**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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

**Allocation and apportionment of costs**

The cost of overall direction and administration on each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity:

Social Opportunities	15%
Independent Living Service	12%
Covid Response	25%
Domiciliary Bathing	18%
Dementia Services	20%
Befriending services	2%
Advice and Information	4%
Advocacy	3%
Independent services	1%

**Tangible fixed assets**

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

Fixtures and fittings	- 20% on cost
Office Equipment	- 25% on cost

Notes to the Financial Statements  
for the year ended 31 March 2021

1. ACCOUNTING POLICIES (Continued)

**Stocks**

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**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.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**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

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	19,854	6,384
Gift aid	-	277
Legacies	<u>12,668</u>	<u>(1,000)</u>
	<u>32,522</u>	<u>5,661</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	<u>10,100</u>	<u>2,736</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>234</u>	<u>455</u>



Notes to the Financial Statements - continued  
for the year ended 31 March 2021

## 5. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
	Activity	£	£
Client Contributions	Social Opportunities	3,672	123,510
Grants	Social Opportunities	191,941	202,252
Client Contributions	Independent Living Service	197,698	258,375
Grants	Independent Living Service	43,307	-
Client Contributions	Domiciliary Service	16,038	35,675
Grants	Domiciliary Service	36,430	36,430
Client Contributions	Dementia Service	24,185	141,231
Grants	Dementia Service	48,204	-
Grants	Advice and Information	29,154	-
Grants	Advocacy	14,694	14,694
Grants	Independent Services	24,162	-
Client Contributions	Covid Response	95,649	-
Grants	Covid Response	142,782	-
		<u>867,916</u>	<u>812,167</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Tunbridge Wells BC	10,750	-
Kent County Council	460,082	246,286
Southborough & High Brooms AC	1,685	6,740
Other Grants	-	350
Age UK	46,046	-
SAFFA	10,000	-
Catalyst Grants	2,111	-
	<u>530,674</u>	<u>253,376</u>

## 6. RAISING FUNDS

## Raising donations and legacies

	2021	2020
	£	£
Fundraising	<u>2,625</u>	<u>5,426</u>

Notes to the Financial Statements - continued  
for the year ended 31 March 2021

## 7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 8) £	Support costs (see note 9) £	Totals £
Social Opportunities	71,791	425	23,977	96,193
Independent Living Service	213,446	-	19,181	232,627
Domiciliary Service	3,260	-	28,772	32,032
Dementia Service	40,042	-	31,971	72,013
Befriending Service	-	-	3,198	3,198
Advice and Information	22,184	-	6,393	28,577
Advocacy	18,239	-	4,796	23,035
Independent Services	22,545	-	1,599	24,144
Covid Response	178,137	-	39,964	218,101
	<u>569,644</u>	<u>425</u>	<u>159,851</u>	<u>729,920</u>

## 8. GRANTS PAYABLE

	2021 £	2020 £
Social Opportunities	<u>425</u>	<u>-</u>

## 9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Social Opportunities	23,527	450	23,977
Independent Living Service	18,821	360	19,181
Domiciliary Service	28,232	540	28,772
Dementia Service	31,371	600	31,971
Befriending Service	3,138	60	3,198
Advice and Information	6,273	120	6,393
Advocacy	4,706	90	4,796
Independent Services	1,569	30	1,599
Covid Response	39,214	750	39,964
	<u>156,851</u>	<u>3,000</u>	<u>159,851</u>

Activity	Basis of allocation
Management	Staff activity
Finance	Staff activity
Governance costs	Staff activity



Notes to the Financial Statements - continued  
for the year ended 31 March 2021

10. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Auditors remuneration	3,000	3,283
Depreciation - owned assets	1,878	3,006
Hire of plant and machinery	-	328
Other operating leases	<u>15,030</u>	<u>15,323</u>

11. 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.

12. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	499,803	516,878
Social security costs	24,979	21,646
Other pension costs	<u>7,776</u>	<u>7,424</u>
	<u>532,558</u>	<u>545,948</u>

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

	2021	2020
Social Opportunities	3	12
Domiciliary Service	1	2
Independent Living Service	14	18
Social Integration and other services	5	5
Covid Response	30	3
Administrative Support	<u>3</u>	<u>-</u>
	<u>56</u>	<u>40</u>

Key management personnel compensation was £42,500

Notes to the Financial Statements - continued  
for the year ended 31 March 2021

## 13. TANGIBLE FIXED ASSETS

	Improvements to property £	and fittings £	Fixtures Motor vehicles £	Office Equipment £	Totals £
<b>COST</b>					
At 1 April 2020	17,837	14,032	57,091	15,983	104,943
Additions	-	473	-	-	473
At 31 March 2021	17,837	14,505	57,091	15,983	105,416
<b>DEPRECIATION</b>					
At 1 April 2020	8,988	14,032	57,091	15,983	96,094
Charge for year	1,783	95	-	-	1,878
At 31 March 2021	10,771	14,127	57,091	15,983	97,972
<b>NET BOOK VALUE</b>					
At 31 March 2021	7,066	378	-	-	7,444
At 31 March 2020	8,849	-	-	-	8,849

## 14. STOCKS

	2021 £	2020 £
Stocks	375	375

## 15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	48,042	40,216
Emergency Client Expenses Control account	3,059	695
	51,101	40,911

## 16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	10,572	10,989
Client Fund Raising	193	193
Pension Control Account	-	1,326
Accrued expenses	4,798	3,000
Accrued Holiday and wages	5,093	10,360
	20,656	25,868



Notes to the Financial Statements - continued  
for the year ended 31 March 2021

## 17. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	At 31/3/21 £
<b>Unrestricted funds</b>			
General fund	162,540	157,725	320,265
<b>Restricted funds</b>			
Minerva Trust Fund	2,897	-	2,897
Winter Warmth Campaign	1,716	-	1,716
LGBT Awareness Fund	3,319	-	3,319
Dementia Bursary	381	-	381
ILS Bursary	1,000	-	1,000
ShopAbility Project	-	9,676	9,676
SAFFA Grant	-	10,000	10,000
Catalyst Grant	-	2,111	2,111
	<u>9,313</u>	<u>21,787</u>	<u>31,100</u>
<b>TOTAL FUNDS</b>	<u>171,853</u>	<u>179,512</u>	<u>351,365</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	887,511	(729,786)	157,725
<b>Restricted funds</b>			
Southborough & High Brooms AC	1,685	(1,685)	-
ShopAbility Project	10,750	(1,074)	9,676
SAFFA Grant	10,000	-	10,000
Catalyst Grant	2,111	-	2,111
	<u>24,546</u>	<u>(2,759)</u>	<u>21,787</u>
<b>TOTAL FUNDS</b>	<u>912,057</u>	<u>(732,545)</u>	<u>179,512</u>

## Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	At 31/3/20 £
<b>Unrestricted funds</b>			
General fund	130,027	32,513	162,540
<b>Restricted funds</b>			
Minerva Trust Fund	2,897	-	2,897
Winter Warmth Campaign	1,716	-	1,716
LGBT Awareness Fund	3,319	-	3,319
Dementia Bursary	381	-	381
ILS Bursary	1,000	-	1,000
	<u>9,313</u>	<u>-</u>	<u>9,313</u>
<b>TOTAL FUNDS</b>	<u>139,340</u>	<u>32,513</u>	<u>171,853</u>

**17. MOVEMENT IN FUNDS - continued**

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	836,979	(804,466)	32,513
<b>TOTAL FUNDS</b>	<u>836,979</u>	<u>(804,466)</u>	<u>32,513</u>

**18. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

**19. RESTRICTED FUNDS****Minerva Trust Fund**

This fund has been set up to be used only in providing charitable assistance to people in the area.

**Southborough & High Brooms AC**

These are funds transferred from Southborough and High Brooms Age Concern to acquire a minibus and provide an IT Project.

**LGBT Awareness Fund**

This is for awareness raising

**Winter Warmth Campaign**

The Charity continues to receive funds from the sales of knitting woollen garments. The funds are used to provide charitable assistance to people in the area through the winter months.

**Building Refurbishment**

This is for the refurbishment of the day centre

**Dementia and ILS Bursaries**

This is for the provision of a bursary for Staff involved with these activities

**ShopAbility**

Funding has been provided by Tunbridge Wells Borough Council (TWBC) specifically to work in partnership with local retail area and develop a scheme to provide mobility aids to disabled shoppers to enable them to access the area. The project is on-going and has been severely disrupted by the CV19 Pandemic. Funds not required will be returned to TWBC for reallocation.

**Catalyst**

Funding was obtained and held by AUKTW to enable representatives of the Age UK's in Kent (including our Chief Officer) to participate in virtual technology and systems training to assist with the roll out of our "virtual" support offer.

**SAAFA**

This fund was granted to support our Covid Response directed at retired veterans and includes work to enable them to remain independent and improve their wellbeing, as well provide them with equipment i.e. IT and internet access and access to services.