

**REGISTERED COMPANY NUMBER: 07956458 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1147675**

**Report of the Trustees and  
Financial Statements for the Year Ended 31 March 2023  
for  
Age UK Tunbridge Wells**



**Contents of the Financial Statements  
for the year ended 31 March 2023**

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Reference and Administrative Details  
for the year ended 31 March 2023

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**TRUSTEES**

Nigel Morris Stratton Retired Solicitor  
Jeffrey Christopher Moys Chartered Surveyor  
Katherine Mary Sargeant Services Manager Alzheimer's  
Society  
Sandra Jacqueline Wisdom  
Kevin John Charles Pharoah Retired Counsellor

**COMPANY SECRETARY**

Sandra Springett

**REGISTERED OFFICE**

Day Centre  
Wood Street  
Tunbridge Wells  
Kent  
TN1 2QS

**REGISTERED COMPANY NUMBER** 07956458 (England and Wales)

**REGISTERED CHARITY NUMBER** 1147675

**AUDITORS**

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

**Chairman's Report  
for the year ended 31 March 2023**

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This year has seen a return to more normal operations for the organisation and an effort to build back better. However, the pandemic has still been very much in evidence in many ways. The new ways of working have continued with several members of staff working from home, at least for part of the time.

Some of our services have done very well, but others, such as what we call “Day Care”, have struggled to get back to the pre-pandemic level of the numbers of clients we look after each week, despite consistent efforts to rebuild.

We appreciate, of course, that following the loss of our grant from Kent County Council, our prices have had to go up. We also appreciate that some older people may be nervous about mixing with a large number of other people, when Covid-19 is still ever-present in the community. Had we been able to reach pre-pandemic numbers, then the financial figures would be a lot better and we would have at least been able to break even, which must be our goal.

The year has also been marked by the “cost of living crisis” and high inflation, the latter which we have not witnessed for many years now. Rising costs not only impacted the older people we work with and our staff, but also the organisation as whole. Service delivery costs have dramatically escalated over the past twelve months, especially the cost of energy and food, both essential to our operations.

For our clients we have tried to mitigate the cost of living crisis by ensuring they have continued access to our Information & Advice (I&A) service and our Advocacy service. This has helped to ensure local older people have been able to access any support they are eligible for, especially financial, by way of unclaimed statutory benefits or better deals on utilities. For those who needed extra support to make use of the information provided we have continued to offer an Advocacy service supporting older people who would otherwise struggle to make their choices known. The staff involved in the delivery will speak more of this in this report.

For our staff, particularly those on the front line, who are so critically important to the services we provide, we have tried to ensure their remuneration reflects the good work they do. However, our leeway on salaries is always very tight and we have to balance the cost of services against the cost of provision. We would like to think that we have provided our staff with the best possible outcome for them in the current financial circumstances. Nevertheless, we recognise that no-one enters the caring profession if they want to maximise their income and that our staff do a great deal more than, realistically, we can ask of them. I would like to thank them all for once again this year going above and beyond. Thank you.

All that having been said, the organisation has finished the year in a better financial position than anticipated, managing to almost halve the predicted deficit from a budgeted £40K to approximately £25K. Further analysis suggests, as I have indicated above, that whilst many of services managed to break-even, day care, has been slow to return to the pre-pandemic levels and we have capacity to deliver more.

We have, though, had to make some financial savings as we go into the current financial year and have withdrawn our financial support for the Age Well West Kent (AWWK) project. The project was set up to encourage a more joined up approach to older peoples’ services across West Kent and as a vehicle to bid on the then upcoming Wellbeing Contract. That bid was unsuccessful and over the last few years other organisations that initially supported AWWK have dropped away. We will continue, though, to offer the holistic, person-centred approach that we have long advocated, and for now the project will continue to exist in the Tunbridge Wells area.

**Chairman's Report  
for the year ended 31 March 2023**

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We also continue to struggle financially to deliver the services we offer “free at the point of access”. However, these services, such as Information & Advice, Advocacy and Befriending, in our view, remain an essential part of our offer. This year we have had some success in securing grants to help support these, and we are extremely grateful to the funders who have enabled these services to continue. These include St James Place; Kent Community Health Foundation Trust; the Asda Foundation; and the Aviva Community Fund. I would like to offer all of them my heart-felt thanks.

Likewise, I would like to thank those individual members of the community who have supported us throughout the year, including the brave souls who completed the half marathon on our behalf. Our new Community Engagement Officer, who joined us part way through the year, has given added impetus to increasing community support for our organisation.

As I have said above, we are trying to build back better for the future. With this in mind, we are in the early stages of planning for the reconfiguration of the Wood Street Centre to make more efficient use of the space. This will involve improving the current facilities; moving and modernising the catering section; as well as considering how we can produce and deliver food in a more environmentally sustainable way. The reconfiguration will also allow more activities to happen simultaneously and help to emphasise the use of the Centre as a Hub for all older people and their carers.

So, looking ahead, we hope to build on the foundations of the work achieved this year and to continue with all our current services. To do this we will need to draw on our reserves for the “free” services for the foreseeable, but fortunately, we do have sufficient to do this, provided we can attract some additional funding, which we are determined to do. We expect in the coming year for a greater take-up of the day services. The demand is beginning to grow, as older people continue to emerge from the shadow of the Covid-19 Pandemic.

Finally, my thanks to all our volunteers, who continue to give great support to the organisation, and without whom we would struggle mightily. My thanks also to my fellow trustees for their continued support and wise counsel.

A hard year again, but, I believe, a productive one.

*Nigel Stratton*

**Chairman**

**Report of the Trustees  
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**

**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

## **OBJECTIVES AND ACTIVITIES**

### **Significant activities**

#### **Our Services**

##### **Information and Advice**

It has been a particularly busy year for the Information & Advice Service. Possibly due to still catching up from the COVID period, but also possibly affected by the very limited number of other services in the area who offer I&A home visits for the more complex/vulnerable older people. We have had 4558 enquiries this year, and our benefit take up figure (how much money people will now get as a result of benefits claimed this year) was £1,268,987. This figure includes all benefits, for example, Attendance Allowance, Personal Independence Payments, Pension Credit and Housing & Council Tax Benefit.

At Age UK Tunbridge Wells we feel that all older people should have choice and control over their own lives, with easy access to the information and advice they need to make that happen. It's not always easy for older people to find out what services, benefits or other help is available, especially as public sector spending cuts mean that free help is increasingly rare. Sadly older people are often passed from pillar to post and find that they're up against a lack of coordination and communication between health and care services, meaning that getting answers to important questions can be a struggle. Even if people can get hold of information and advice, it's not always easy to understand, especially if there's nobody to explain it to them.

Our Information and Advice Service covers a wide range of activities; from a little bit of information to help people know where to start, to sitting down with someone who has more complex issues and helping them to sort them out. We offer home visits, which ensures no one is left out simply because they are unable to go out. This is particularly vital to vulnerable older people living in the very rural parts of our borough. Our work involves ensuring older people have the resources they need to continue to live as independently as possible. A large part of this is supporting them to apply for any benefits they are entitled to, but also involves supporting them to access the help that they require, often by referring or signposting them to other agencies/services.

By far the most common benefit which people need support with is Attendance Allowance. We have supported 269 people to apply for it this year, giving them either £68.10 or £101.75 per week towards improving their quality of life. This has made a huge difference to many people.

Aside from Attendance Allowance, we have carried out 77 full benefit checks and supported people to apply for many other benefits and grants, including Housing Benefit, Council Tax Benefit, Pension Credit and Personal Independence Payment.

As well as ensuring people have access to any eligible financial resources, we also provide information and advice to enable them to make informed decisions about issues that affect them, including housing and care advice, money management, and how to access debt advice. We also helped 118 people to obtain a Blue Badge, making it easier for them to get out and about, and therefore improving their quality of life.

### **Case Studies**

#### *Mrs T*

*Mrs T is 79 years old. She was referred to us by a concerned neighbour who realised she was struggling and was becoming very depressed as she was unable to go out due to her poor mobility. She was initially reluctant to accept any help from us as she is a very independent lady, who has always dealt with everything herself. She eventually agreed to me visiting and carrying out a benefit check. On first impressions, it appeared that she was correct, and would not be eligible for any benefits due to a private pension taking her slightly over the threshold. However, while chatting to her it became clear that she was struggling with her personal care and daily activities due to her poor mobility. I suggested that we should help her to apply for Attendance Allowance. She was initially unsure, but eventually agreed to let me at least fill in the form. The claim was successful which she was delighted about. I then suggested I could help her to apply for a Blue Badge, which she agreed to. She rang a short while later to say she has received her Blue badge and is able now to go out with her neighbour, who initially referred her, to her local park (among other places) as they can now park very close to a bench where they can sit by the lake. She stated how that small thing has improved her life significantly. She also mentioned that her increased income from the Attendance Allowance means she can organise some help for herself at home without worry.*

#### *Mr L*

*Mr L is a 73 year old man living with Dementia. His wife is his full time carer. A friend had suggested that she should apply for Attendance Allowance for Mr L. Someone from another organisation visited her and agreed that she should apply, they left her with the phone number to call and order the form. She duly received the form, but was very daunted by it, and unsure how to fill it in. She contacted 2 different organisations (including the one who had already visited) and asked for some help to fill the form in. She was told by one organisation that they do not provide home visits, and sadly at the time she was unable to leave her husband for long enough to get to their offices. She was given the number of a different organisation and told they would help. She then called them and was told that they do not offer this service and she should contact DWP. At this point she became despondent and decided not to bother applying. A couple of months later a friend suggested she call Age UK which she, rather sceptically, did. I visited and made the Attendance Allowance claim for her husband, which was successful. They now use the money to have someone to sit with Mr L for a few hours so that his wife can go out and have some time to herself. She reported that they both really enjoy this time and are both very grateful that they did not give up on applying for Attendance Allowance.*

### **Advocacy**

Advocacy can be so important when it comes to making life decisions. For many older people, even when armed with all the information, support is still needed in certain situations. Unfortunately, older people can sometimes feel overwhelmed with life changes as they get older. They can feel that they cannot cope with things that they used to find easy. They can feel that they are not being listened to and feel unable to speak out. They may feel that people are talking for them and not always in their best interests



Report of the Trustees  
for the year ended 31 March 2023

As an advocate I help and support clients with things such as

Accessing housing and  
housing issues

Maximising income

Wills, Funeral Plans and  
Probate

Accessing care in the home  
including occupational  
therapy

The Cost-of-living crisis  
sorting utility bills,  
accessing food banks etc.

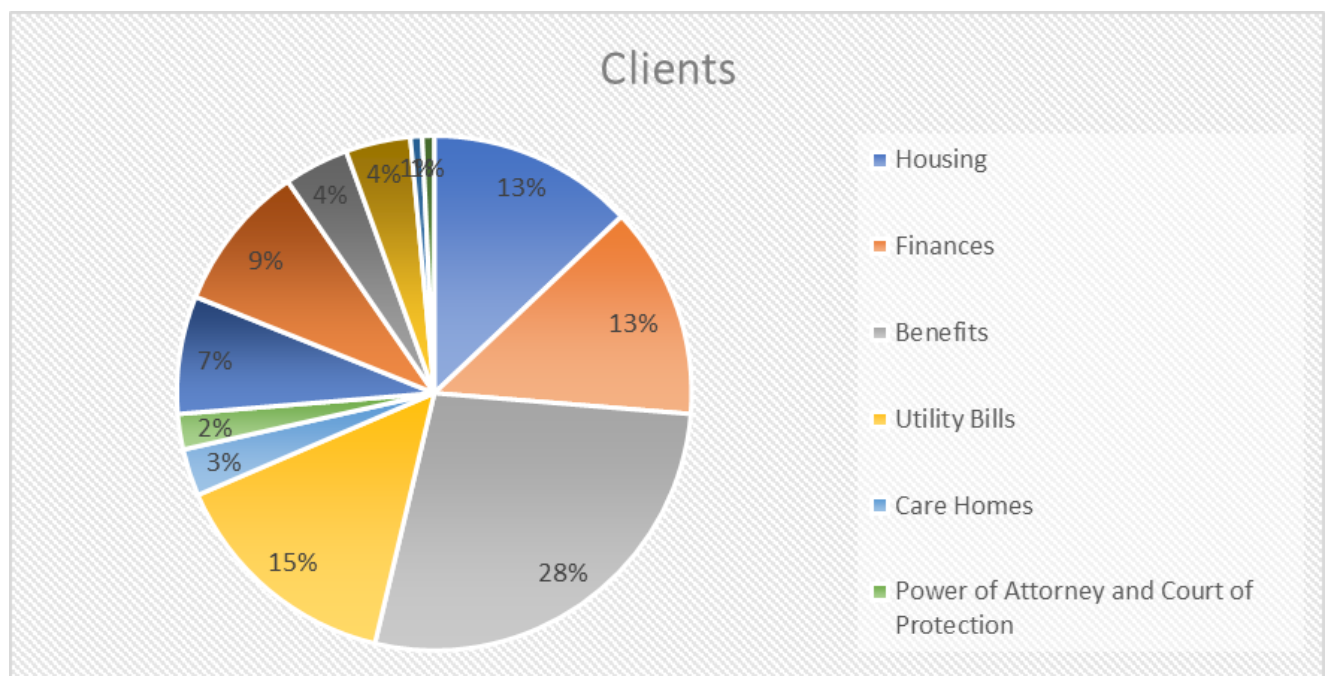
Power of Attorney and  
Court of Protection

Accessing support with  
Mental Health Issues

Scams and financial abuse

Accompanying and  
supporting with meetings  
and appointments

To support with these things, I firstly listen to my client's views and concerns, I then help them to explore all their options and rights. I give information to help them make an informed decision without advising or judging. I complete forms, write letters, and make telephone calls either with my clients or on their behalf. This year I have helped and supported 156 clients with many different issues. Some clients I see for a brief time and help them resolve their issues. Others I have known for years, and they come and go as issues arise and they need my support.



**Report of the Trustees  
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**Case Study 1**

*I met Mr and Mrs F when conducting a talk on Tunbridge Wells Age UK services. Mr and Mrs F had a housing issue and were struggling to get any help from their landlord. There was a leak in the property which was causing mould, and this was affecting Mrs F's health. The landlord was difficult to deal with and did not seem interested in the needs of Mr and Mrs F. In January 2020 I started Advocating for Mr and Mrs F, contacting the landlord on their behalf. Mr and Mrs F moved into temporary accommodation but when they returned to their home the leaks had begun in the bedroom and the mould had spread. I continued to support them, and they were moved back into the temporary accommodation and then we went into lockdown. In April 2020 we started to support Mr and Mrs F with weekly shopping and collected and delivered their medication. Eventually as we came out of lockdown Mr and Mrs F were rehoused in another sheltered scheme, with which they are incredibly happy. I sent Mr and Mrs F a feedback form and their comments were "Michaela was extremely knowledgeable and helpful, achieved far more than we could have on our own."*

**Case Study 2**

*I met Mrs P after her daughter Miss P contacted me regarding Mrs P's Personal Independence Payment (PIP). PIP is awarded on a points scheme for each daily activity or mobility issue. Mrs P was awarded the lower rates of PIP and when the award letter came Miss P did not agree with the points awarded. I visited Mrs P and Miss P at their home, and we went through the points and Mrs P's needs. (As English was not Mrs P's first language, Miss P translated my thoughts and what I was able to do for Mrs P) I then wrote a letter of appeal, explaining each point and gave reasons why we felt the award was wrong. I received a letter telling me that DWP were looking into my concerns. I then received a second letter from DWP explaining that there would be no need to go to appeal as after reviewing Mrs P's needs, they had changed the award to the highest rate on both daily living and mobility elements. Mrs P and Miss P were extremely pleased and grateful. I sent out a feedback form and their comments were "Michaela Bowles was amazing. She was friendly, helpful, passionate and compassionate. She is an amazing person and wonderful at her job. I would not go anywhere else in the future. Thank you so much for all your effort."*

**Dementia Service**

The Dementia service has seen a steady stream of new referrals this year, delivered from the Wood Street Centre, and available three days per week. The service is complimented by the Cognitive Stimulation Therapy sessions designed to support those with a recent diagnosis/early onset of dementia. The service offers a friendly and caring environment for people living with dementia to spend the day with their peers, participate in stimulating activities and enjoy social interactions.

**Independent Living Support Service (ILS)**

We started the Independent Living Support (ILS) in 2008 and since then we have been successfully supporting clients in the community. The service continues to be a shining example of how to empower older people to maintain choice and control around how they choose to live independently within their homes. The service has always been designed around the individual, it seeks to support and enhance independence by enabling people to continue to do the ordinary day to day tasks that many of us take for granted. This could be household management, shopping, paperwork, pursuing social interests etc. In fact this could be anything and everything, it depends entirely on the wishes of the individual who in effect "commissions" their service.

**Report of the Trustees  
for the year ended 31 March 2023**

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Our service coordinators will meet with the potential client at home and listen to their goals and aspirations. We work with them and look at how we can build support plan to help them achieve the outcomes they desire; however, there is flexibility within the plan to respond to changing situations.

We do, however, have limitations; the ILS cannot help with personal care tasks but where this level of support is required, we are able to signpost and navigate to the right services for the client.

The flexibility of this service means that care plans and scheduled tasks can be changed and adapted as and when required, for some this could be daily or weekly; this does not pose a problem, either for co-ordination

or for their support worker who can easily work with the client, family members and other care professionals. The important part is always making the service work for the individual in the best way possible.

The service has continued to deliver between 1.3k and 1.5k hours of support per month and the turnover of support staff is minimal, with the longest serving member of staff had been with us from the start and has only just recently retired.



The staff who work for the ILS are very professional and compassionate, the assistance that they provide to their clients is invaluable, they form continued relationships, many have been with their clients from the start of the service. Clients are also very aware of the management and review process, those who are responsible for the overall service and staff.

Some feed back we have received

*"I just wanted to say how much Mum enjoys Valerie's visit and all her hard work cleaning and tidying up. Mum always speaks so kindly of Valerie and its clear how much she enjoys the visits and the friendship".  
"I just wanted to say how lovely and clean the house smelt today my thanks to Karen"*

*"I just wanted to thank the support staff for all of the time and consideration my father and I have been given over the time he has been at home"*

**Dementia Outreach**

The Dementia Outreach service was started during the Covid period, we have a small group of support staff who offer one-2 one support for clients living with Dementia. Potential clients are visited at home by the coordinator and offered a holistic assessment often with family members/carers so they can discuss their existing support and how the outreach service can offer a stimulating environment for the client and in many cases also offer some respite for the care giver. Coordinators wherever possible match a support worker with a client this often works best for the client and the support worker if they have a common interest, they can then talk more freely, it breaks the ice on the first visit and helps to allow the client to feel more at ease.

**Report of the Trustees  
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Dementia Outreach is a very personal service, the support worker and the client form close relationships, the support workers offer different activities on each visit these are relevant and personal to each client they visit, clients may even partake in activities outside of their home giving them a greater opportunity to live well with Dementia.

However, the service is also very much within the hands of the clients, our support workers are very understanding of how Dementia can fluctuate, and they can change the activities they had planned in tune with how the client is feeling on any given day, some days all our clients may want to; is be listened to and this of course is fine, after all, it is their service.



The service itself has grown slowly but steadily starting with 13 hours per month to now over 90 hours per month.

Some feedback from our clients via their family carers

*“Mr C said thank you for sending Beverley to Mum, she seems very in tune with her they have a great time together. Beverley seems to make a really good effort to make different activities each week, I just thought I would put in a good word for Beverley she is a real credit”.*

*“Megan took the trouble to ask mum what sort of things she enjoyed doing, they went for a walk and did some colouring between chatting, she was very friendly and enjoyed what she was doing”*

*“I wanted to message and say Claire was Brilliant today! it is so nice knowing Mum is being looked after by a lovely lady, my mum seems to really like Claire, I think the pottery helped! As is something common and can understand.*

*Thank you so much for being understanding it is such a big help you guys are brilliant thank you”*

### **Generic Day Services**

The Day Care service has not returned to the activity levels pre pandemic, although new people have started with the service, some others have moved on. As many of the clients who do attend are some of the most physically frail, support to attend this social opportunity is essential. Some time ago we shifted from providing our own transport for clients, to and from the Centre to outsourcing it. This whilst practical solution for some has not proved ideal for all. It is area we will need to consider as currently we are no longer always able to accommodate those with exceptional transport needs, and these are exactly the people we want to support. These restrictions have impacted on the new referrals we can accept. For those who are able to attend the two days offer the opportunity to socialise with others and enjoy a fantastic lunch and some organised activities, including exercise classes, so important in Falls Prevention. Clients can enjoy the Courtyard Garden area and get involved with the gardening if they wish as well having access to other activities that may take their fancy.

**Report of the Trustees  
for the year ended 31 March 2023**

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Our team of care staff are always on hand to provide whatever support is needed during the day. It is really good to see the Centre buzzing again and people enjoying their time, it's a great place for folks to make friends and experience some real social interaction. The planned reconfiguration of the Centre, although in its infancy, will hopefully encourage even more people to come along and take advantage of all that is on offer.

**Community Meal Service**

The meal service continues to develop and the numbers requesting meals has increased steadily. The food is all prepared freshly each day by our great team of catering staff lead by Michael Birkenbach the Chef. We offer a six week rolling menu with alternatives and catering for special diets. The meals are delivered by a mixture of volunteer and employed delivery staff all of whom we rely on to ensure some of the most vulnerable local older people have a nice lunch to look forward to and friendly face for quick chat. The service can also provide a light packed cold supper for those who require this. Our meal customers are asked regularly for their feedback, not only on the quality of the food and delivery service but also on the menu composition and Michael strives to react to season changes and local availability when he plans the menus and prepares the food. The catering team all work well together, again this a mixture of volunteers and employed staff, striving hard to ensure meal times either at home or in the Centre are an absolute pleasure.

**Befriending & LGBTQ Befriending**

Befriending is such an important service enabling older people to have regular contact with a 'friend', particularly important for those who are socially isolated or find it difficult to get out and about. The matching process relies very much on the service manager understanding and knowing both the client and the potential volunteer so that the match has a good chance of success. People are usually matched on a shared interest or experience and the vast majority are successful often resulting in a long-lasting friendship, valued by both the client and the volunteer. This year we have welcomed a new service manager Lynne Walker, Lynne is already making the service better known in the community and recruiting more volunteers who want to participate. Many who use the service are very socially isolated and report feeling lonely, just wanting someone to talk to, they report that these regular interactions are something to really look forward to.

Digital Befriending, like befriending matches a volunteer with a client but in this instance it to share knowledge and know how. The volunteers bring the know how around digital connection. This can be learning to use a laptop, computer or tablet and sometimes a mobile phone. Through the support of the Kent Community Trust we are able to offer the client the loan of tablet to get them started and have a taste of the potential before making the commitment to buy their own. Older people can be shown how to make the most of their device, using it for email, video calling and using the internet. For many this is becoming a very essential service as post pandemic much of what we do in our daily lives is dependent on access to digital platforms and the internet. A huge part of the shared 'know how' will focus on how to stay safe on line again incredibly important in this new digital world.

### **Volunteers**

As ever the Charity is dependent and indebted to our volunteers. Much of the work we do is entirely dependent on the support given on a voluntary basis. The IT and computers, community befrienders, reception, support work in the Day Centre, kitchen assistants and volunteer drivers to name some of the roles fulfilled by our dedicated team. We would also want to welcome the additional volunteers who have stepped forward to us to offer the LGBT Befriending service. Without doubt these folk are our most valuable asset.

### **Community Engagement**

In January 2022 we ran an AVIA crowdfunding campaign focusing on Preventing isolation and loneliness in older people in support of our I&A service and raised £12,666.

July 2022, we secured the support of our memory cafe by Ruby's of London, based in TW, who supply delicious gluten free cakes each month for the monthly meetings.

In August 2022 a team of volunteers from AXA PPP came along to the centre and worked on the garden and exterior of the building. We were delighted to receive donations of paints and decoration equipment from Brewers of Tunbridge Wells

In September 2022 we were successful in bidding and receiving a £5,000 grant from St. James's Place Charitable in support of our I&A service.

October 2022 - Asda Foundation gave us a cheque for £239.00 so we could buy a new toaster for the Centre.

Bring a Smile Christmas raffle - The aim was to highlight loneliness among older people & raise money. We had 5 clients sharing their stories about their most memorable Christmas dinner. we ran the raffle on Just Giving and raised £665. Through the community engagement work prizes were donated by local businesses.

On the 19<sup>th</sup> of February 2023, we teamed up with a couple of Tunbridge Wells businesses, HG Construction and SJD Projects to enter three runners representing Age UK TW in the Tunbridge Wells half marathon. Sadly, one runner had to drop out at the last minute due to illness, but still, our two runners completed the race, wearing Age UK TW branded T-shirts, and between the three they raised over £2,000 in sponsorship. A wonderful achievement.

Baldwins Travel allowed us to put our collection tins in some of their shops and we received £100.65 in donations.



### Chief Officers Report

It's been perhaps a less challenging year in terms of Covid and to some extent funding. By the end of the year we have ended in slightly better financial position than anticipated but we still have a long way to go to achieve complete sustainability. Some of our services have been slow to "get going" post Covid and this is a frustration, we know we have really good services on offer that are able to make positive difference to older people, particularly the most vulnerable. Our challenge has been and will continue to be ensuring older people themselves and those that support them are aware of what we can offer. Our newish social media presence is helping promote what we do to the local community, aided by the Community Engagement Officer Role and Kim Pearman has made a lot of new community 'friends and supporters' in her time with us, it is hoped that these emerging relationships will grow and strengthen over time.

Our Senior Management Team, all of who are responsible for delivering services themselves have worked tirelessly again this year to ensure 'our service offer' meets the needs of local older people and helps improve their sense of wellbeing and independence. I won't mention them all by name but they really are the back-bone of the organisation enabling everything else to function as it should. As we go we will continue to review services and gather feedback to ensure the continued relevance and value of what we do, we shall also be looking at what needs to be developed or even invented! There are without doubt gaps in the support and services available for local older people, these may widen as the local authority and others grapple with financial constraints, we need to be ready with potential solutions for those who will need us.

I have to thank our Board of Trustees, led by Nigel Stratton our Chairman for all of their dedication and work supporting all of the staff and volunteers again this year. The expertise and experience they bring and share is invaluable to this organisation, we have been guided through the pandemic and through the loss of our core funding and thankfully we are still able and functioning well. We have more challenges in the coming years but we are all very confident in the future and our ability to make Tunbridge Wells Borough a good place to get older.

**Report of the Trustees  
for the year ended 31 March 2023**

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**STRATEGIC REPORT**

**Principal funding sources**

The Charity generates the majority by way of voluntary donations, legacies, grants and community sponsorship. Some services offered are “charged for” with the aim of keeping them financially sustainable however any surplus created is directed to the provision of “free services” such as Information and Advice and Advocacy.

**Financial review**

**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. £170K is set aside and is sufficient to meet our redundancy obligations and would currently be sufficient to wind the Charity’s front line services down within 3 months and close the charity within 6 months. £20K is ring fenced for the refurbishment of the catering and day centre facilities. And we have budgeted a deficit of £32K in the current financial year.

*Level of reserves*

We have produced a deficit of £ £24,310 for the year leaving a total of £ £278,583 unrestricted reserves. The trustees believe that this level is sufficient to enable the organisation to continue and ensure continued financial stability.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

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

The Charity is controlled by its Memorandum and Articles and operates under its constitution which was adopted on 17th February 1948. The constitution has subsequently been amended on 17th January 1994, 10th October 1985 and 12th September 2000.

**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.



## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **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 1 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

### **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.

### **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.

### **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.

**Report of the Trustees  
for the year ended 31 March 2023**

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**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 Annual Report 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;
- state whether applicable accounting standards 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.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 1 November 2023 and signed on the board's behalf by:

*Nigel Stratton*

Nigel Morris Stratton - Trustee

### **Opinion**

We have audited the financial statements of Age UK Tunbridge Wells (the 'charitable company') for the year ended 31 March 2023 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 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, 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
- we have not received all the information and explanations we require for our audit.

### **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:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to registered charities, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and other factors such as taxation.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to manual accounting journals. Audit procedures performed by the engagement team included:

- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud,
- Evaluating management's controls designed to prevent and detect irregularities, and
- Identifying and testing manual accounting journals, in particular any unusual items

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](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 Peal*

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

Date: 1 November 2023

## Age UK Tunbridge Wells

### Statement of Financial Activities for the year ended 31 March 2023

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
	Notes				
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	4,574	12,904	17,478	20,273
<b>Charitable activities</b>	5				
Social Opportunities		188,076	-	188,076	170,070
Independent Living Service		304,160	-	304,160	238,233
Domiciliary Service		5,111	-	5,111	-
Dementia Services		132,755	29,575	162,330	140,392
Advice and Information		-	5,000	5,000	12,500
ISM and Befriending		-	13,464	13,464	-
Meal Service		139,971	-	139,971	148,579
Other trading activities	3	5,261	-	5,261	907
Investment income	4	1,070	-	1,070	61
Other income		1,257	-	1,257	580
<b>Total</b>		<b>782,235</b>	<b>60,943</b>	<b>843,178</b>	<b>731,595</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	9,524	-	9,524	9,719
<b>Charitable activities</b>	7				
Social Opportunities		154,849	264	155,113	147,708
Independent Living Service		307,048	525	307,573	245,003
Domiciliary Service		836	-	836	-
Dementia Services		83,156	25,682	108,838	116,813
Advice and Information		9,847	19,381	29,228	28,933
Advocacy		26,894	-	26,894	22,444
ISM and Befriending		28,284	13,464	41,748	23,712
Meal Service		187,495	239	187,734	176,737
<b>Total</b>		<b>807,933</b>	<b>59,555</b>	<b>867,488</b>	<b>771,069</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>(25,698)</b>	<b>1,388</b>	<b>(24,310)</b>	<b>(39,474)</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		304,281	7,610	311,891	351,365
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>278,583</b>	<b>8,998</b>	<b>287,581</b>	<b>311,891</b>

The notes form part of these financial statements

## Age UK Tunbridge Wells

### Statement of Financial Position 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	13	3,688	-	3,688	5,566
<b>CURRENT ASSETS</b>					
Stocks	14	375	-	375	375
Debtors	15	91,523	-	91,523	76,871
Cash at bank and in hand		<u>208,852</u>	<u>8,998</u>	<u>217,850</u>	<u>259,869</u>
		300,750	8,998	309,748	337,115
<b>CREDITORS</b>					
Amounts falling due within one year	16	(25,855)	-	(25,855)	(30,790)
		<u>274,895</u>	<u>8,998</u>	<u>283,893</u>	<u>306,325</u>
<b>NET CURRENT ASSETS</b>					
		<u>274,895</u>	<u>8,998</u>	<u>283,893</u>	<u>306,325</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>278,583</u>	<u>8,998</u>	<u>287,581</u>	<u>311,891</u>
<b>NET ASSETS</b>		<u>278,583</u>	<u>8,998</u>	<u>287,581</u>	<u>311,891</u>
<b>FUNDS</b>	17				
Unrestricted funds				278,583	304,281
Restricted funds				<u>8,998</u>	<u>7,610</u>
<b>TOTAL FUNDS</b>				<u>287,581</u>	<u>311,891</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 1 November 2023 and were signed on its behalf by:

*Nigel Stratton*

Nigel Morris Stratton - Trustee

The notes form part of these financial statements



**Age UK Tunbridge Wells****Statement of Cash Flows  
for the year ended 31 March 2023**

	Notes	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<u>(43,089)</u>	<u>(53,295)</u>
Net cash used in operating activities		<u>(43,089)</u>	<u>(53,295)</u>
<b>Cash flows from investing activities</b>			
Interest received		<u>1,070</u>	<u>61</u>
Net cash provided by investing activities		<u>1,070</u>	<u>61</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<b>(42,019)</b>	<b>(53,234)</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b><u>259,869</u></b>	<b><u>313,103</u></b>
<b>Cash and cash equivalents at the end of the reporting period</b>		<b><u>217,850</u></b>	<b><u>259,869</u></b>

The notes form part of these financial statements

Notes to the Statement of Cash Flows  
for the year ended 31 March 2023

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(24,310)	(39,474)
Adjustments for:		
Depreciation charges	1,878	1,878
Interest received	(1,070)	(61)
Increase in debtors	(14,652)	(25,770)
(Decrease)/increase in creditors	<u>(4,935)</u>	<u>10,132</u>
Net cash used in operations	<u>(43,089)</u>	<u>(53,295)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank and in hand	<u>259,869</u>	<u>(42,019)</u>	<u>217,850</u>
	<u>259,869</u>	<u>(42,019)</u>	<u>217,850</u>
Total	<u>259,869</u>	<u>(42,019)</u>	<u>217,850</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.

### 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	22%
Independent Living Service	15%
Dementia Services	30%
Befriending services	4%
Advice and Information	3%
Meal Service	23%
Advocacy	3%

### 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 - continued  
for the year ended 31 March 2023

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**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**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Donations	<b>16,418</b>	9,614
Gift aid	-	659
Legacies	<b><u>1,060</u></b>	<b><u>10,000</u></b>
	<b><u>17,478</u></b>	<b><u>20,273</u></b>

**Notes to the Financial Statements - continued**  
**for the year ended 31 March 2023**

**3. OTHER TRADING ACTIVITIES**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Fundraising	<b><u>5,261</u></b>	<b><u>907</u></b>

**4. INVESTMENT INCOME**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Deposit account interest	<b><u>1,070</u></b>	<b><u>61</u></b>

**5. INCOME FROM CHARITABLE ACTIVITIES**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Client Contributions      Activity		
Grants      Social Opportunities	<b>91,409</b>	82,659
Client Contributions      Social Opportunities	<b>96,667</b>	87,411
Grants      Independent Living Service	<b>304,160</b>	238,233
Client Contributions      Domiciliary Service	<b>5,111</b>	-
Client Contributions      Dementia Services	<b>132,755</b>	95,392
Grants under SLA      Dementia Services	<b>29,575</b>	45,000
Grants      Advice and Information	<b>5,000</b>	12,500
Grants      ISM and Befriending	<b>13,464</b>	-
Client Contributions      Meal Service	<b>139,971</b>	111,079
Grants      Meal Service	<b>-</b>	<b><u>37,500</u></b>
	<b><u>818,112</u></b>	<b><u>709,774</u></b>

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Tunbridge Wells BC	-	(9,000)
Kent County Council	-	141,411
Age UK	<b>10,000</b>	12,500
Big Lottery Funding	<b>86,667</b>	32,500
Kent Community Grant	<b>10,000</b>	5,000
St James Place	<b>5,000</b>	-
Age UK Heren Bay – Digital Inclusion	<b><u>3,464</u></b>	<b><u>-</u></b>
	<b><u>144,706</u></b>	<b><u>182,411</u></b>

Notes to the Financial Statements - continued  
for the year ended 31 March 2023

## 6. RAISING FUNDS

## Raising donations and legacies

	2023	2022
	£	£
Staff costs	8,632	5,478
Sundries	892	-
Fundraising	-	4,194
	<u>9,524</u>	<u>9,672</u>

## Other trading activities

	2023	2022
	£	£
Bad debts	-	47
	<u>-</u>	<u>47</u>
Aggregate amounts	<u>9,524</u>	<u>9,719</u>

## 7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 8) £	Support costs (see note 9) £	Totals £
Social Opportunities	119,806	264	35,043	155,113
Independent Living Service	282,390	1,290	23,893	307,573
Domiciliary Service	836	-	-	836
Dementia Services	61,057	-	47,781	108,838
Advice and Information	24,450	-	4,778	29,228
Advocacy	22,116	-	4,778	26,894
ISM and Befriending	35,378	-	6,370	41,748
Meal Service	151,102	-	36,632	187,734
	<u>697,135</u>	<u>1,554</u>	<u>159,275</u>	<u>857,964</u>

Notes to the Financial Statements - continued  
for the year ended 31 March 2023**8. GRANTS PAYABLE**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Social Opportunities	<b>264</b>	<b>833</b>
Independent Living Service	<b><u>1,290</u></b>	<b><u>-</u></b>
	<b><u>1,554</u></b>	<b><u>833</u></b>

**9. SUPPORT COSTS**

	Management	Governance costs	Totals
	<b>£</b>	<b>£</b>	<b>£</b>
Social Opportunities	<b>34,251</b>	<b>792</b>	<b>35,043</b>
Independent Living Service	<b>23,353</b>	<b>540</b>	<b>23,893</b>
Dementia Services	<b>46,701</b>	<b>1,080</b>	<b>47,781</b>
Advice and Information	<b>4,670</b>	<b>108</b>	<b>4,778</b>
Advocacy	<b>4,670</b>	<b>108</b>	<b>4,778</b>
ISM and Befriending	<b>6,226</b>	<b>144</b>	<b>6,370</b>
Meal Service	<b><u>35,804</u></b>	<b><u>828</u></b>	<b><u>36,632</u></b>
	<b><u>155,675</u></b>	<b><u>3,600</u></b>	<b><u>159,275</u></b>

<i>Activity</i>	<i>Basis of allocation</i>
Management	Staff activity
Governance costs	Staff activity

**10. NET INCOME/(EXPENDITURE)**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Auditors remuneration	<b>3,600</b>	<b>3,600</b>
Depreciation - owned assets	<b>1,878</b>	<b>1,878</b>
Other operating leases	<b><u>16,377</u></b>	<b><u>15,547</u></b>

**Notes to the Financial Statements - continued  
for the year ended 31 March 2023**

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**11. 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.

**12. STAFF COSTS**

	<b>2023</b>	2022
	£	£
Wages and salaries	<b>595,526</b>	516,093
Social security costs	<b>21,857</b>	23,924
Other pension costs	<b><u>7,570</u></b>	<u>7,640</u>
	<b><u><u>624,953</u></u></b>	<u><u>547,657</u></u>

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

	<b>2023</b>	2022
Social Opportunities	<b>20</b>	15
Domiciliary Services	-	1
Independent Living Service	<b>26</b>	22
Social Integration and other services	<b>5</b>	5
Administrative Support	<b>2</b>	2
Marketing	<b><u>2</u></b>	<u>1</u>
	<b><u><u>55</u></u></b>	<u><u>46</u></u>

Key management personnel compensation was £43,615



Notes to the Financial Statements - continued  
for the year ended 31 March 2023

13. TANGIBLE FIXED ASSETS

	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Office Equipment £	Totals £
<b>COST</b>					
At 1 April 2022 and 31 March 2023	<u>17,837</u>	<u>14,505</u>	<u>57,091</u>	<u>15,983</u>	<u>105,416</u>
<b>DEPRECIATION</b>					
At 1 April 2022	12,555	14,221	57,091	15,983	99,850
Charge for year	<u>1,783</u>	<u>95</u>	<u>-</u>	<u>-</u>	<u>1,878</u>
At 31 March 2023	<u>14,338</u>	<u>14,316</u>	<u>57,091</u>	<u>15,983</u>	<u>101,728</u>
<b>NET BOOK VALUE</b>					
At 31 March 2023	<u>3,499</u>	<u>189</u>	<u>-</u>	<u>-</u>	<u>3,688</u>
At 31 March 2022	<u>5,282</u>	<u>284</u>	<u>-</u>	<u>-</u>	<u>5,566</u>

14. STOCKS

	2023 £	2022 £
Stocks	<u>375</u>	<u>375</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	84,756	74,166
Other debtors	5,417	-
Emergency Client Expenses Control account	<u>1,350</u>	<u>2,705</u>
	<u>91,523</u>	<u>76,871</u>

Notes to the Financial Statements - continued  
for the year ended 31 March 2023**16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>14,327</b>	16,070
Client Fund Raising	-	193
Pension Control Account	<b>1,509</b>	1,647
Accrued expenses	<b>3,300</b>	3,300
Accrued Holiday and wages	<b>6,719</b>	9,580
	<b><u>25,855</u></b>	<b><u>30,790</u></b>

**17. MOVEMENT IN FUNDS**

	<b>At 1/4/22</b>	<b>Net movement in funds</b>	<b>At 31/3/23</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>			
General fund	<b>284,281</b>	<b>(25,698)</b>	<b>258,583</b>
Kitchen redevelopment project management	<b>20,000</b>	-	<b>20,000</b>
	<b>304,281</b>	<b>(25,698)</b>	<b>278,583</b>
<b>Restricted funds</b>			
Minerva Trust Fund	<b>669</b>	<b>(264)</b>	<b>405</b>
Winter Warmth Campaign	<b>1,716</b>	<b>(1,716)</b>	-
LGBT Awareness Fund	<b>3,319</b>	-	<b>3,319</b>
Dementia Bursary	<b>381</b>	<b>(381)</b>	-
ILS Bursary	<b>1,000</b>	-	<b>1,000</b>
ShopAbility Project	<b>525</b>	<b>(525)</b>	-
Dementia and Me	-	<b>4,274</b>	<b>4,274</b>
	<b><u>7,610</u></b>	<b><u>1,388</u></b>	<b><u>8,998</u></b>
<b>TOTAL FUNDS</b>	<b><u>311,891</u></b>	<b><u>(24,310)</u></b>	<b><u>287,581</u></b>

Notes to the Financial Statements - continued  
for the year ended 31 March 2023

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	782,235	(807,933)	(25,698)
<b>Restricted funds</b>			
Minerva Trust Fund	-	(264)	(264)
Winter Warmth Campaign	-	(1,716)	(1,716)
Dementia Bursary	-	(381)	(381)
ShopAbility Project	-	(525)	(525)
Dementia and Me	29,575	(25,301)	4,274
St James Place	5,000	(5,000)	-
Asda Foundation	239	(239)	-
Digital Inclusion	13,464	(13,464)	-
I&A Fund	12,665	(12,665)	-
	<u>60,943</u>	<u>(59,555)</u>	<u>1,388</u>
<b>TOTAL FUNDS</b>	<u>843,178</u>	<u>(867,488)</u>	<u>(24,310)</u>

Notes to the Financial Statements - continued  
for the year ended 31 March 2023

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
<b>Unrestricted funds</b>				
General fund	320,265	(15,984)	(20,000)	284,281
Kitchen redevelopment project management	-	-	20,000	20,000
	320,265	(15,984)	-	304,281
<b>Restricted funds</b>				
Minerva Trust Fund	2,897	(2,228)	-	669
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	(9,151)	-	525
SAFFA Grant	10,000	(10,000)	-	-
Catalyst Grant	2,111	(2,111)	-	-
	31,100	(23,490)	-	7,610
<b>TOTAL FUNDS</b>	<u>351,365</u>	<u>(39,474)</u>	<u>-</u>	<u>311,891</u>

**Notes to the Financial Statements - continued**  
**for the year ended 31 March 2023**

**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	703,095	(719,079)	(15,984)
<b>Restricted funds</b>			
Minerva Trust Fund	-	(2,228)	(2,228)
ShopAbility Project	(9,000)	(151)	(9,151)
SAFFA Grant	-	(10,000)	(10,000)
Catalyst Grant	-	(2,111)	(2,111)
Kent Community Grant	5,000	(5,000)	-
Big Lottery Fund	32,500	(32,500)	-
	<u>28,500</u>	<u>(51,990)</u>	<u>(23,490)</u>
<b>TOTAL FUNDS</b>	<u>731,595</u>	<u>(771,069)</u>	<u>(39,474)</u>

**18. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2023.

**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.

**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

**19. RESTRICTED FUNDS - continued**

**ShopAbility**

Funding was provided last year 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 was severely disrupted by the CV19 Pandemic and so unspent funds were repaid to TWBC.

**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.

**Dementia and Me**

This was a contract commissioned by local Health and social care authorities to provide care for people post Dementia diagnosis.