



TRUSTEES'

ANNUAL REPORT

**APRIL 2024-
MARCH 2025**



Legal and Administrative

Trustees

Mrs P Southern - Chair
Mrs J Kennedy - Vice Chair
Mr A R Hogben - Treasurer
Mr I B Cox
Mr M Doble
Mr T Dawlings
Mrs A Harris – Resigned 14/11/2024
Mr F Hobbs
Mrs S Barnes – Appointed 31/7/24
Mr P Carter – Appointed 29/5/24
Mrs Karen Bryne – Appointed 26/3/25
Mr T Fagg – Resigned 3/4/2024
Mrs L Homewood – Resigned 8/4/2024

Chief Executive

Cleo Smith BEM

Senior Management Team

Christopher Houghton

Company Number

06589817

Charity Number

1125274

Registered Office & Principal Address

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Kent
CT21 6BD

Auditors

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Camburgh House
27 New Dover Road
Canterbury Kent CT1 3DN

Solicitors

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147 High Street
Hythe
Kent
CT21 5JN

Main Bankers

HSBC Bank Plc
41 Sandgate Road
Folkestone
Kent
CT20 1SA

CCLA Investment Management Limited
80 Cheapside
London
EC2V 6DZ

Investment Advisors

Whiting Group Ltd
19-21 Albion Place
Maidstone
Kent
ME14 5EG

Insurance Brokers

Independent Insurance Services
Church House
136 Sandgate Rd
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CT20 2BN

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My role as Chair, on behalf of the group of Trustees, is to introduce the Age UK Hythe, Lyminge and Ashford Annual Report, which takes you through the work of the organisation it has completed from April 2024 to March 2025. This report gives the organisation an opportunity to reflect on the year's work, share the work that has been undertaken throughout the year and consider the work needed in the future.



You will note throughout the report the number of services we have delivered and the success of these services. As an organisation here to meet a local need, we will continue to explore ways in which we can maintain these services and, where needed and if funding available, will increase these services.

As you will see in the Statement of Financial Activities, we have continued to make a loss. This was not unexpected and our forecasts had highlighted this, with accurate data throughout the year enabling the organisation to make ongoing decisions that enabled services to continue and, in some areas of high need, increase.

Message from the Chair

Penny Southern

The organisation has, despite the many changes in funding arrangements, delivered all of the key services and managed to continue with the support and much needed services for people living with dementia.

However, it is a loss, and we are forecasting further potential losses over the next three years. Although we have been able to sustain this loss with excellent historical financial work, sound investments and an increase in income streams, we cannot continue with these losses. In 2024, after a number of discussions and meetings to look at income, activities and expenditure, the organisation came to the difficult decision to close one of its buildings.

Although a challenging time from making the recommendation to implementing the decision, it was essential to take action in order to preserve our sustainability across all services. This decision was made alongside a number of changes in services and staffing, some developments, fee increases, additional fundraising alongside new grant applications to ensure the ongoing sustainability of the core services. These are essential to meet the growing need in all three of our communities. We will need to continue considering opportunities and take further action in order to maintain our services and deliver a future balanced budget. With this in mind work has already started on consultations with people who use our services, their families, partners and the wider local population to set out our ambition and security of funding streams over the next three to five years. We will report more on the outcome of this work in the 2025 - 2026 Annual Report.

Despite the many challenges the organisation faced in 2024/25 it has not lost sight of the importance of delivering its core services well. A number of Age

UK assessments throughout this period have been completed and the results are a good news story. This organisation has been recognised through the Age UK Quality Assessment and the Information and Advice Quality Mark assessment as an organisation that delivers high standards of service and adheres to best practice standards. It is through the dedication and commitment of all our staff and volunteers that have enabled us to manage our services and maintain our standards. A huge congratulations to all staff and volunteers on this outstanding achievement.

The organisation has a very strong foundation built by a group of competent people who are nimble and innovative enough to make the right future decisions to ensure the continuation of much needed services within this unpredictable economic environment.

Finally, thank you to all the staff and volunteers across the three community hubs who never fail to impress me with the dedication, innovation and excellent work they do to deliver services within these communities.

I am confident you'll find this Annual Report informative; it will enable you to reflect on all the excellent work Age UK Hythe, Lyminge and Ashford has achieved during this period and give you confidence that the organisation is sustainable, relevant and can deliver what's needed to the people in our local communities.

Trustees' Report

An Introduction

The Trustees, who are directors for the purpose of company law, are pleased to present their report together with the Financial Statements of the charity for the period 1 April 2024 to 31 March 2025.

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and 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) (second edition, effective 1 January 2019).

Following a decision by the Trustees in May 2008, a new charitable company, which is limited by guarantee, was incorporated in May 2008 under Company Number 1125274 and Charity Number 06589817.

In 2011, Age Concern Hythe and Age Concern Elham Rural merged to become Age Concern Hythe and Lyminge. This was followed by another major merger in 2024 when Age Concern Hythe and Lyminge joined with Age UK Ashford. Following the merger, the organisation now operates legally as Age Concern Hythe, Lyminge, and Ashford, though it is commonly known as Age UK Hythe, Lyminge, and Ashford. As part of this transition, a new Memorandum and Articles of Association were adopted.

The Charity is managed by a Board of Trustees, who also serve as Directors of the incorporated entity.

The Board meets at least eight times a year and receives reports from a formal Finance Committee, which convenes at least ten times annually. These committees operate under specific Terms of Reference, with delegated functions and appointed Chairs, all overseen by the Board. The Senior Management Team participates in these meetings.

To ensure effective governance, the Board conducts a regular skills audit to confirm that the Trustees collectively possess the necessary expertise. Prospective Trustees undergo an interview process before being nominated for election at the Trustee and Annual General Meetings. When gaps in skills or experience are identified, individuals with the required expertise may be co-opted onto the Board. Trustee vacancies are advertised as needed.

None of the Trustees receive remuneration or other benefits for their work with the Charity. Any connection between a Trustee or Senior Manager and a related party, supplier, or beneficiary must be disclosed to the full Board in accordance with standard contractual relationship guidelines. In the current year, no related party transactions have been reported.

The Trustees have taken into account the Charity Commission's guidance on public benefit.



Trustees' Report

Structure, Governance & Management

Management

The Board of Trustees is responsible for the overall strategic direction and development of the Charity. The Chief Officer and Senior Management Team handle day-to-day operations and management. The Chief Officer provides the Board with bi-monthly reports covering operational and financial performance. Any decision with significant implications for the organisation is brought to the Board for consideration. These include, but are not limited to:

- Organisational priorities
- Risk management, particularly concerning resources and reputation
- Significant structural changes
- Major initiatives
- Policy development

The pay of the Senior Management Team is reviewed annually. Given the nature of the Charity, the Board of Trustees benchmarks salaries against similar-sized local community charities to ensure competitive pay rates.

Internal Control

The Trustees hold ultimate responsibility for ensuring that the Charity has effective internal control systems in place across the organisation and that financial statements adhere to best practices. They must also maintain accurate accounting records that reflect the Charity's financial position at any given time.

Additionally, the Trustees are responsible for safeguarding the Charity's assets and implementing reasonable measures to prevent and detect fraud and other irregularities. The internal control systems aim to provide reasonable, though not absolute, assurance against material misstatements or losses. These systems include:

- A business plan and annual budget approved by the Trustees.
- Regular reviews of financial results, budget variances, and forecasts by the Trustees.
- Formal adoption of financial regulations, including delegation of authority and segregation of duties.
- Adoption of a risk strategy and regular review of a risk register to manage individual risks.

Risk Management

The Trustees have established a risk management strategy supported by a risk register, which undergoes regular review by the Trustees, Chief Officer, and senior staff members. This strategy identifies the various risks the Charity faces, prioritises them based on likelihood and potential impact, and outlines mitigation measures.

One key risk identified is the long-term financial sustainability of the Charity. The focus of the next strategic plan will be to develop self-sustaining income streams for existing high-quality services while also introducing new initiatives and services that meet the needs and preferences of older people. Additionally, non-financial risks related to fire safety and health and safety at all Charity centres have been given special attention. A comprehensive Fire Risk Assessment has been conducted, along with fire warden training and full building and electrical surveys to mitigate these risks.



Trustees' Report

Our Mission

Our vision is for every individual in Hythe, Lyminge and Ashford to feel connected to their community and embrace later life with independence, dignity, and wellbeing. We also strive for Age UK Hythe, Lyminge, and Ashford to be recognised as an essential organisation within the Folkestone & Hythe District and the Borough of Ashford.

Charitable Object

The object of the Charity shall be to promote and assist the general good of all older people in any manner which is now or hereafter deemed by law to be charitable, primarily within Hythe, Lyminge and Ashford.

Our Vision

Reduce loneliness and improve the health and wellbeing for those living in or around Hythe, Lyminge and Ashford.

Our Objectives

To deliver a high-quality, safe, and sustainable service that meets the needs of older people across Hythe, Lyminge and Ashford.

To use our experience and expertise to empower older people, advocate for their needs, and amplify their voices.

To effectively respond to and influence changes in Health and Adult Social Care policies.

To actively engage with older people, their families, and carers.

Our Values



Caring

Providing a high-quality service with the individual's needs at its heart. We treat every service user with care, respect, and dignity.



Trust

Delivering reliable, high-quality, and accessible services. Using our experience and knowledge to empower older people, represent them, and help them access the support they need to live well and make the most of later life.



Choice

Offering a range of opportunities that enable older people to make informed choices about their lives.



Trustees' Report

Our Services

Our services are designed to foster social connections through community hubs and outreach while also providing support at home where needed. We recognise that multiple aspects of life influence wellbeing which is why we offer a diverse range of services, ensuring every individual has access to the support and opportunities that best suit their needs.



Time for Me



Time for Me has provided a valued membership service, offering discounts and priority access to a variety of outings and day trips. From lunches at local restaurants and theatre visits to film nights at the hub, the group has helped bring people together to socialise and enjoy new experiences.

Between April 2024 and March 2025, we successfully delivered **180** sessions, creating meaningful opportunities for our members. However, following a review of participation levels, it was decided that the group would come to a close in February 2025. This decision allows us to focus our resources on services that will have the greatest impact on older people in our community.

We remain committed to providing a diverse range of social opportunities and look forward to continuing to support older people in staying active, engaged, and connected.



Full Days with Us

Our full-day sessions provide a welcoming, engaging, and supportive environment for older people, offering a variety of opportunities to socialise, stay active, and participate in activities that enhance both physical and mental wellbeing. These sessions are designed to foster a sense of community while promoting healthy living through a diverse programme of activities.

Each session includes:

- A range of stimulating activities available throughout the day, such as seated exercise, new age curling, art, singing, dance groups, and many others, all tailored to promote physical and mental wellbeing.
- A freshly prepared, nutritious two-course lunch served hot every day, ensuring participants enjoy a balanced meal.
- Refreshments provided throughout the day, ensuring comfort and hydration.
- Access to local transport services, making it easier for individuals to travel to and from our hubs.

In addition to our full-day sessions, many of our wellbeing activities are regularly held weekly, including classes in art, exercise, painting, and other activities. These ongoing sessions offer continuity and give participants the chance to develop skills and form lasting connections within the community.

Between April 2024 and March 2025, we facilitated **6,306** social opportunity places, providing older people with meaningful opportunities to connect with others, reduce isolation, and engage in a

supportive environment. We also delivered **5,610** wellbeing activities, ranging from creative arts and music sessions to movement-based exercises, all designed to enhance the overall wellbeing of our participants.

Our wellbeing services are partially funded through the Universal Wellbeing contract, commissioned by Kent County Council. This contract is primarily aimed at supporting individuals at levels 1 and 2 of need, which focuses on those with lower to moderate needs. Unfortunately, this funding model provides less support for those who are frailer or more vulnerable and may require more intensive care. However, we are sub-contracted to deliver these services by Social Enterprise Kent for the Hythe and Lyminge areas and Imago for the Ashford area. Despite the limitations of this funding model, we remain committed to supporting individuals across all levels of dependency. We continue to ensure that those with higher needs, including frail and vulnerable participants, still have access to valuable social opportunities and wellbeing activities. This approach allows us to offer a full spectrum of support, ensuring that everyone, regardless of their level of need, can engage with our services and benefit from the community we foster.

These services play a vital role in promoting the health and happiness of older people in our community, and we remain committed to delivering accessible, enriching day services that positively impact the lives of our participants. Through these programmes, we continue to build a strong, connected community where individuals of all abilities can thrive.

Trustees' Report

Our Services



Help at Home

Our Help at Home services provide essential support to older people, enabling them to maintain their independence and quality of life. These services include:

- Two-Course Hot Meal Delivery – Freshly prepared meals delivered hot and ready to eat. Between April 2024 and March 2025, we delivered **31,377** hot meals, ensuring that individuals had access to nutritious, home-cooked food.
- Independent Living Service – Offering practical assistance with everyday tasks that may have become more challenging, such as light housework, meal preparation, and shopping support. In the year April 2024 – March 2025, we delivered **5,144** hours of independent living support, helping older people to remain in their own homes comfortably.
- Laundry Service (Service Ceased) – Until December 2024, we offered a laundry service that collected, washed, and returned laundry the following week. Various service levels were available to meet individual needs. Over the period April 2024 – December 2025, we completed **704** loads of laundry. However, due to low demand, this service was discontinued in December 2024.
- Befriending Service – Providing companionship to those who may feel isolated. From April 2024 to March 2025, we delivered **452** hours of befriending support. However, due to high demand and limited volunteer recruitment, our befriending service has reached full capacity, and we are currently unable to expand further.
- Transport – We operate a fleet of wheelchair-accessible vehicles, supporting individuals who require assistance with travel. In the year April 2024 – March 2025, we helped **8,456** individuals with their transport needs.
- Shopping and Prescription Delivery – Assisting with essential shopping on a weekly basis. Between April 2024 and March 2025, we provided **429** shopping calls, ensuring that older people had access to the essentials they needed.



Information & Advice

Age UK is proud to have a dedicated team of Information and Advice Officers, experts who are here to guide individuals through life's challenges and ensure they receive the support they need. Our team offers assistance across a wide range of issues, including:

- **Maximising Your Income** – We conduct benefit checks to ensure that older people are receiving all the financial support they are entitled to, which is especially crucial in times of financial strain. With the loss of winter fuel allowance and cuts to various financial supports, many are facing significant challenges to make ends meet. Our benefit checks help improve financial wellbeing and ensure that no one is missing out on the support they are eligible for.
- **Help with Form Filling** – We understand that completing forms can be overwhelming, particularly when they are tied to vital financial or care services. Whether it's applying for a Blue Badge, Attendance Allowance, or other essential forms, our team is committed to supporting individuals through the paperwork process, ensuring they don't miss out on their entitlements.
- **Care and Support Advice** – A change in health or mobility often requires significant adjustments to how we live. Our team provides expert advice on available care options, enabling individuals to maintain their independence while accessing the right support for their needs.

Service Pressure and Demand

Despite these pressures, we remain committed to offering the highest level of service possible. In November 2024 – December 2024, we underwent the Age UK Information and Advice Quality Mark assessment, which reflects our dedication to maintaining high standards of service. We will undergo a further assessment in 2025, ensuring we continue to provide the best possible support to those who rely on us, even as demand continues to grow.

Between April 2024 and March 2025, our team supported **878** individual clients, managing a total of **3,101** separate cases. (One person may have multiple cases, such as Attendance Allowance, Blue Badge applications, Pension Credit, etc.) This work generated 4,071 individual contacts, including phone calls, home visits, and office appointments.

Through our support, clients successfully claimed **£24,930.86** in weekly benefits, amounting to an estimated **£1,296,404.60** in annual awards.

However, the demand for our services is now under immense pressure, with waiting times extending up to two weeks.

This growing demand reflects the increasing number of older people requiring support, exacerbated by continuing financial hardship. The loss of the Winter Fuel Allowance and reductions in other income support have left many older individuals in precarious financial positions, further intensifying their need for advice and assistance.

Trustees' Report

Our Services



Dementia Services

A diagnosis of dementia often brings a mix of emotions, relief in understanding the cause of behavioural changes, alongside anxiety about what the future may hold. At Age UK Hythe, Lymping and Ashford, we offer a bespoke service to support individuals living with dementia at every stage of their journey. Our goal is to provide care, compassion, and practical assistance to help individuals live as independently and comfortably as possible.

Between April 2024 – March 2025, we supported over **6,851** individuals living with dementia through a range of services tailored to meet their unique needs. Our Services Include:

- **Dementia Coordination Service**
Our Dementia Coordination service, commissioned by the NHS, is designed to support individuals living with dementia and their carers. As a subcontractor to Age UK Herne Bay and Whitstable, we help guide individuals and their families

through the complexities of dementia care, ensuring they can access the appropriate services available in the community. The Dementia Coordination service connects clients to a variety of resources, including support groups, respite care, healthcare services, and social activities, tailored to meet their individual needs. Our coordinators offer practical assistance and emotional support to help people live better with dementia, making the process of navigating care options and services as seamless as possible.

- **Maintenance Cognitive Stimulation Therapy (MCST)**
These short, structured sessions are designed for individuals who have recently received a dementia diagnosis. MCST helps to engage cognitive function, providing mental stimulation to support those in the early stages of dementia. In the past year, we delivered **577** MCST sessions, offering essential cognitive support to those beginning their dementia journey.

• Daybreak

Daybreak sessions are offered in a variety of settings, tailored to meet the individual needs of those living with dementia. These sessions provide a safe, engaging environment where participants can socialise, engage in structured activities, and enjoy companionship. Local transport is available to ensure ease of access. During the year April 2024 – March 2025, we provided **1,476** Daybreak sessions, enriching the lives of individuals living with dementia.

Dementia Cafés and Young Onset Diagnosis Groups

In addition to our core services, we facilitate a number of dementia cafés in and around Hythe, Folkestone, Lyminge, and Ashford. These cafés offer a welcoming and informal space for people living with dementia and their families to meet, share experiences, and access support. We are particularly proud of our dedicated groups for individuals diagnosed at an early age, offering tailored support that recognises the unique challenges faced by younger people living with dementia.

These groups provide an invaluable network where individuals and families can connect, share stories, and receive expert guidance in a supportive, non-judgmental environment. The Dementia Cafés and Young Onset Diagnosis Groups are commissioned by Kent County Council, and we are a subcontractor to Age UK Herne Bay and Whitstable, the contract holders. Through this collaboration, we continue to deliver essential services to individuals living with dementia across the region.

Partnership with Bright Shadow

In addition to our direct services, we are proud to

have entered into a partnership with Brightshadow, which has allowed us to expand our dementia-related initiatives. This collaboration enables us to deliver a diverse range of projects designed to support individuals living with dementia, further enhancing the quality and scope of our services. The ongoing projects, which began in 2024, continue to make a significant impact on the lives of those affected by dementia, while strengthening our partnership with Bright Shadow.

Community Engagement and Dementia-Friendly Initiatives

We are committed to enhancing the community's understanding and support for dementia. Through our collaboration with the Hythe Dementia Forum, we have worked to make Hythe town a dementia-friendly community. This initiative raises awareness, educates local businesses, and promotes inclusivity for individuals living with dementia.

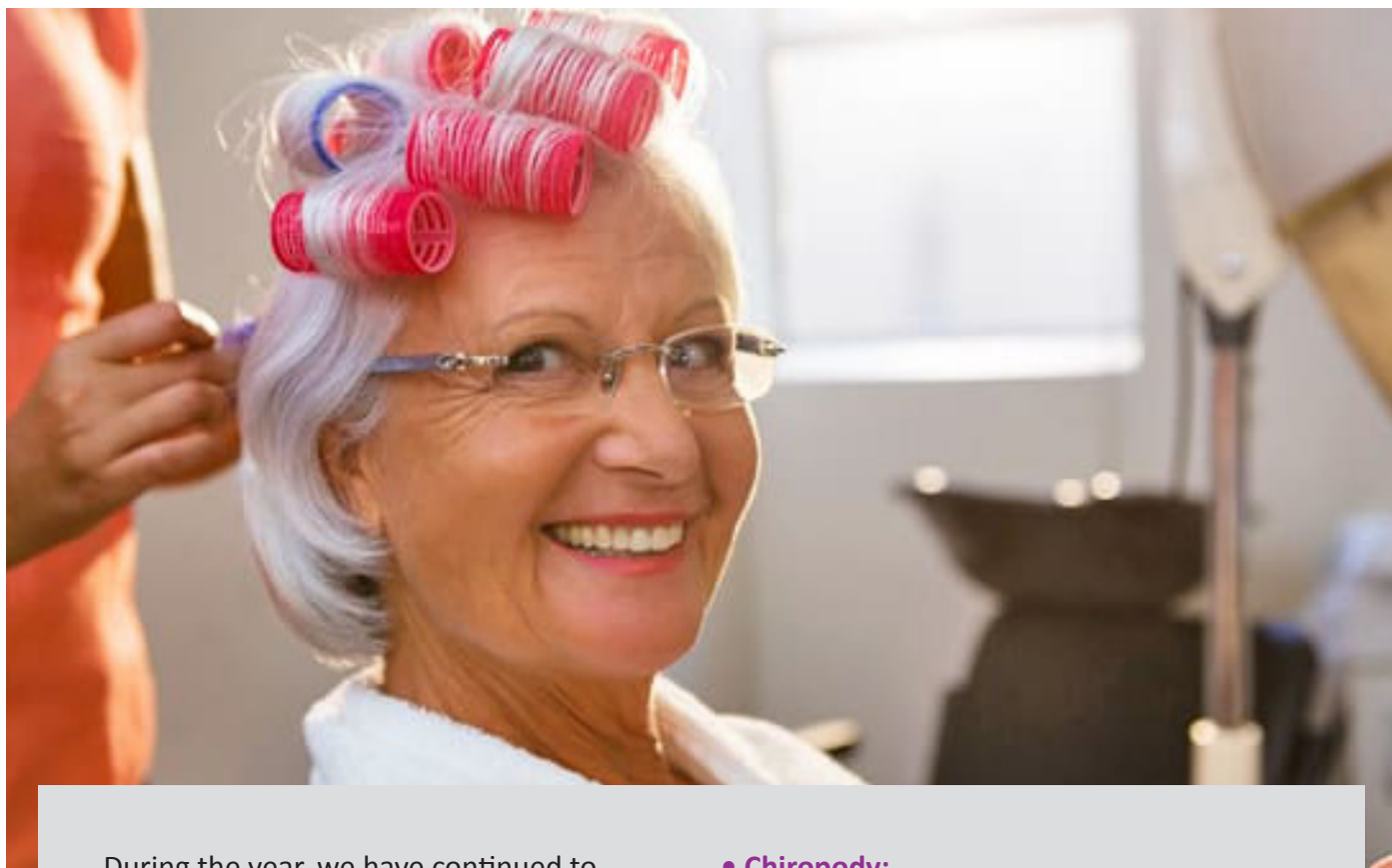
Building on this success, in January 2025, we partnered with local councillors in Ashford and various organisations to establish the Ashford Dementia Forum. The goal of this forum is to make Ashford a more dementia-friendly town, ensuring that people living with dementia and their families can access the resources and support they need within the community.

This initiative is a cornerstone of our ongoing efforts to create dementia-friendly spaces, where individuals can continue to participate in their communities with confidence, knowing that they are supported by accessible and understanding services.



Trustees' Report

Other Services



During the year, we have continued to provide vital services to support our community. These include:

- **Befriending:**

In the past year, our Befriending service has been thriving, with 22 dedicated volunteers providing support to **28** clients. This service is currently at capacity, with each volunteer offering valuable companionship and reducing social isolation for their assigned client. The volunteers have been instrumental in providing personalised attention, fostering a strong sense of community, and making a significant impact on the wellbeing of those we serve.

- **Hairdressing:**

A total of **389** hairdressing appointments, ensuring our clients have access to personal grooming services.

- **Chiropody:**

2,501 chiropody appointments were fulfilled, helping to maintain the health and comfort of our clients' feet.

- **Hearing Aid Clinics:**

572 drop-in sessions took place, providing essential hearing aid support to our service users.

- **Diabetes Peer-to-Peer Support Groups:**

Facilitated peer support groups for **42** individuals living with diabetes, empowering them to share experiences, offer mutual support, and learn from each other's journeys.

- **Hypertension Hero Sessions:**

A series of sessions that supported **311** participants in managing and reducing hypertension, improving overall health outcomes and providing them with the tools and knowledge to manage their condition effectively.

Volunteering

Our **177** volunteers are the backbone of the Charity, and we are deeply grateful for their dedication and hard work. We strive to offer volunteer roles that suit a variety of interests and skill sets, ensuring that everyone can contribute in meaningful ways to our mission.

From April 2024 to March 2025, our volunteers have donated an impressive **15,605** hours, which translates to a saving of **£190,537.05** in wage costs. (Using minimum wage of £12.21p/h).

We rely on volunteers for a wide range of essential roles, including befrienders, drivers, volunteers assisting with shopping,

supporting activities, working in the café kitchen, and many other vital tasks. Their time and commitment are instrumental in enabling us to deliver our services and meet the needs of those in our community.

The importance of volunteer coordination cannot be overstated. In recognition of the vital role this position plays in keeping our volunteer programme running smoothly, the Trustees agreed to continue funding this role out of reserves once the Lottery funding ended in August 2024. This decision underscores the invaluable contribution volunteers make to the Charity, ensuring that we maintain strong support and continuity in our services for the long term.



Trustees' Report

Fundraising Highlights

This financial year has been exceptionally rewarding and inspiring, marked by the incredible support from our community, staff, and volunteers who contributed tirelessly to various fundraising initiatives.

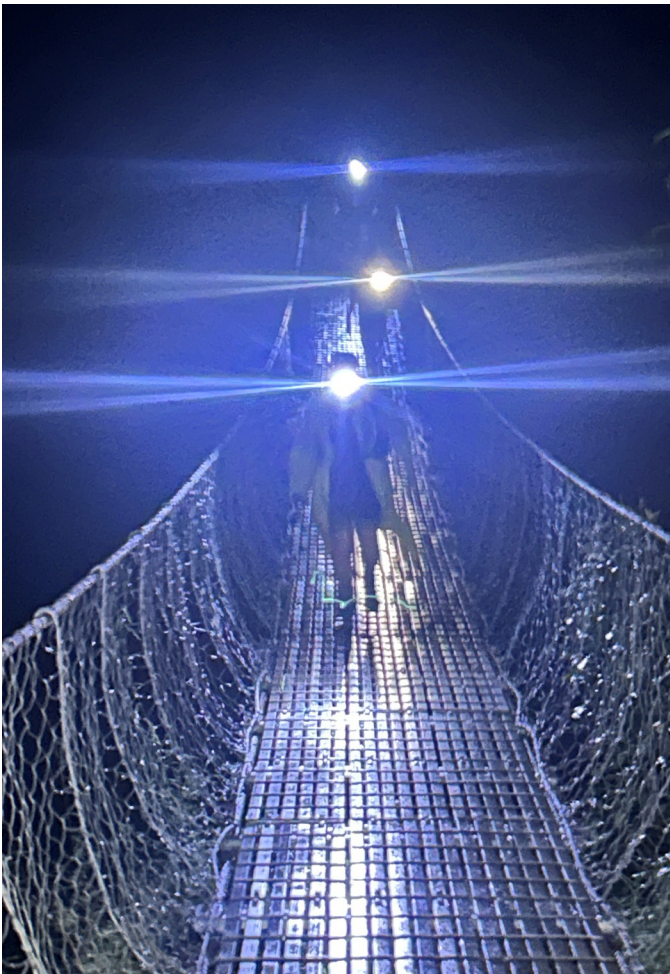
Our regular events, including lively Bingo nights, engaging Quiz evenings, bustling Jumble Sales, and festive Christmas Fairs, continued to bring our community together, raising valuable funds that directly support our vital work.

However, the standout event of this financial year was undoubtedly the remarkable Everest Base Camp Challenge. Two dedicated team members, accompanied by Sam, one of our valued community members who lives with dementia, undertook this extraordinary adventure. Although Cleo and Emma bravely reached Everest Base Camp, the journey was not without its challenges. Cleo showed immense resilience in overcoming altitude sickness, while sadly Sam developed a chest infection and had to return from Namche. Undeterred, Cleo and Emma continued, carrying with them our Age UK stone, which they proudly placed at Base Camp, symbolising our organisation's commitment and the courage of everyone involved. Their mission was specifically dedicated to raising vital funds to support our Dementia Services, directly benefiting individuals and families affected by dementia.

Throughout this incredible journey, our team met an array of amazing people from all walks of life, each sharing their inspiring stories and personal motivations for taking on the Everest challenge. The experience provided unique insights into Nepalese culture and daily life, allowing our team to immerse themselves deeply, sampling new foods, learning local customs, and building lasting bonds through shared challenges and achievements.

In addition to the Everest Base Camp Challenge, our dedicated fundraising team worked tirelessly, rallying our staff workforce and volunteers to raise essential funds through various initiatives and events. The collective spirit and relentless determination demonstrated by our entire community has been truly heartwarming and instrumental in achieving our fundraising goals. We extend our heartfelt gratitude to all participants, supporters, and volunteers who made our fundraising events this year so memorable and impactful. Your continued generosity and enthusiasm empower us to continue our mission with confidence and optimism.





Chief Officer's Overview for the Year Ahead

Cleo Smith, BEM

As we look towards the year ahead, it's important to reflect on both the successes and challenges we've faced. One of the most difficult decisions was the closure of our Lyminge site, a step we took after in-depth reviews of our budgets, financial reports, and the long-term sustainability of our services.



This was an incredibly challenging decision for everyone involved, and we deeply understand the emotional impact it had on our staff, volunteers, and the local community. The response from the community, while heartfelt, created further challenges for our staff who had to manage the difficult emotions and concerns of those who were directly affected. We are aware of how upsetting it was for many of our volunteers, who have given so much of their time and energy to support the Charity. This decision, while painful, was ultimately made with the long-term future of our organisation in mind. Ensuring the sustainability of our services for the most vulnerable in our community is our primary responsibility, and sometimes tough decisions are required to achieve that.

In the face of these challenges, we have also made significant strides in ensuring the ongoing quality of our services. Throughout the year, we undertook the Age UK Quality Programme, which provided an independent and thorough assessment of our operations. We were pleased to learn that our organisation not only meets the necessary legislation but also adheres to best practice standards in delivering our services. This programme affirmed that we are on the right path and that our efforts are focused on maintaining high standards across all aspects of our work. This positive confirmation was particularly important as we navigated a difficult financial landscape.

Additionally, we conducted a comprehensive review of our staffing structure. Where possible, we restructured teams to ensure we could meet our funding obligations without resorting to redundancies. This was a delicate balancing act as we sought to minimise the impact on our valued staff while preparing for potential funding losses and cuts in the year ahead. We are incredibly proud of how

our staff have responded to these changes, and their resilience has been crucial to the continuity of our services.

One area that requires ongoing attention is our ageing fleet. Many of our vehicles are crucial for transporting vulnerable individuals to and from our services. As these vehicles continue to age, it is clear that plans will need to be made in the coming year to upgrade our fleet. This is vital to ensure that we can maintain the level of service our community relies on and that the most vulnerable individuals can continue to access the support they need.

Looking back on the second year of our merger, it has been a period of growth, adaptation, and valuable lessons. The decision to merge has been confirmed as the right one, and while there have been growing pains along the way, we have seen the benefits of a more unified organisation. The merger has allowed us to streamline operations, share resources, and better serve our community. That said, we continue to face challenges, particularly with regard to funding and sustainability in the face of an unpredictable economic environment.

Despite these challenges, I remain confident in our ability to move forward. We are fortunate to have an incredible team of Trustees, staff and volunteers who demonstrate unwavering dedication and passion for the work we do. Together, we have built strong foundations that will allow us to weather these difficult times. With the continued support of our local community, I am certain we will not only persevere but thrive. We remain committed to delivering high-quality services and supporting the most vulnerable in our community for many years to come.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2025

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK 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 charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 26th September 25 and signed on behalf of the board of trustees by:



P Southern (Chair)
Trustee

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Hythe, Lyminge and Ashford

Year ended 31 March 2025

Opinion

We have audited the financial statements of Age UK Hythe, Lyminge and Ashford (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 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;
- 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 auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Hythe, Lyminge and Ashford *(continued)*

Year ended 31 March 2025

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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 trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Hythe, Lyminge and Ashford *(continued)*

Year ended 31 March 2025

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Hythe, Lyminge and Ashford *(continued)*

Year ended 31 March 2025

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we have considered; the nature of the industry, control environment and business performance with particular reference to any remuneration or related party transactions involving trustees.

We also consider the results of our enquiries of management, relating to their own identification and assessment of the risks of irregularities and possible related fraud. This includes reviewing available documentation on their policies and procedures and performing tests of controls to evidence their effectiveness.

Throughout the audit testing we are considering the incentives that may exist within the organisation for fraud. Key areas include timing of recognising income around the year end, posting of unusual journals and the correct use of restricted funds. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We ensure we have an understanding of the relevant laws and regulations and remain alert to possible non-compliance throughout the audit.

Despite proper planning and audit work in accordance with auditing standards there are inherent limitations and unavoidable risk that we may not detect some irregularities and material misstatements in the financial statements. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Hythe, Lyminge and Ashford *(continued)*

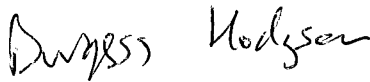
Year ended 31 March 2025

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity'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 charity's members those matters we are required to state to them in an auditor's 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Alexander Baker (Senior Statutory Auditor)

For and on behalf of
Burgess Hodgson Audit Limited
Camburgh House
27 New Dover Road
Canterbury
Kent
CT1 3DN

24 October 2025

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2025

			2025		2024
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	2	88,378	288,537	376,915	731,332
Day Care Centre	3	939,386	196,821	1,136,207	1,150,045
Other trading activities	4	99,740	—	99,740	88,934
Investment income	5	33,210	—	33,210	15,750
Total income		<u>1,160,714</u>	<u>485,358</u>	<u>1,646,072</u>	<u>1,986,061</u>
Expenditure					
Expenditure on raising funds:					
Costs of other trading activities	6	13,737	26,786	40,523	42,353
Investment management costs	7	2,079	—	2,079	3,838
Day Care Centre	8,9	1,228,757	443,120	1,671,877	1,689,263
Total expenditure		<u>1,244,573</u>	<u>469,906</u>	<u>1,714,479</u>	<u>1,735,454</u>
Net gains on investments	11	32,025	—	32,025	87,107
Net (expenditure)/income and net movement in funds		<u>(51,834)</u>	<u>15,452</u>	<u>(36,382)</u>	<u>337,714</u>
Reconciliation of funds					
Total funds brought forward		1,969,593	293,901	2,263,494	1,925,780
Total funds carried forward		<u>1,917,759</u>	<u>309,353</u>	<u>2,227,112</u>	<u>2,263,494</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 11 to 25 form part of these financial statements.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Statement of Financial Position

31 March 2025

	Note	2025 £	£	2024 £	£
Fixed assets					
Tangible fixed assets	15		415,396		385,650
Investments	16		1,311,958		1,309,090
			<u>1,727,354</u>		<u>1,694,740</u>
Current assets					
Stocks	17	5,612		5,220	
Debtors	18	205,671		210,025	
Cash at bank and in hand		438,684		558,180	
		<u>649,967</u>		<u>773,425</u>	
Creditors: amounts falling due within one year	19	<u>150,209</u>		<u>204,671</u>	
Net current assets			<u>499,758</u>		<u>568,754</u>
Total assets less current liabilities			<u>2,227,112</u>		<u>2,263,494</u>
Net assets			<u>2,227,112</u>		<u>2,263,494</u>
Funds of the charity					
Restricted funds			309,353		293,901
Unrestricted funds			1,917,759		1,969,593
Total charity funds	21		<u>2,227,112</u>		<u>2,263,494</u>

These financial statements were approved by the board of trustees and authorised for issue on 26th September 25, and are signed on behalf of the board by:

Penny Southern

P Southern (Chair)
Trustee

The notes on pages 11 to 25 form part of these financial statements.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net (expenditure)/income	(36,382)	337,714
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	44,962	49,130
Net gains on investments	(32,025)	(87,107)
Dividends, interest and rents from investments	(20,471)	(14,340)
Other interest receivable and similar income	(12,739)	(1,410)
Interest payable and similar charges	12,250	10,491
Accrued income	(16,443)	(10,690)
<i>Changes in:</i>		
Stocks	(392)	(2,844)
Trade and other debtors	20,704	(122,701)
Trade and other creditors	(54,369)	66,080
Cash generated from operations	(94,905)	224,323
Interest paid	(12,250)	(10,491)
Interest received	12,739	1,410
Net cash (used in)/from operating activities	(94,416)	215,242
Cash flows from investing activities		
Dividends, interest and rents from investments	20,471	14,340
Purchase of tangible assets	(85,848)	(16,679)
Proceeds from sale of tangible assets	11,140	280
Proceeds from sale of other investments	29,157	—
Net cash used in investing activities	(25,080)	(2,059)
Net (decrease)/increase in cash and cash equivalents	(119,496)	213,183
Cash and cash equivalents at beginning of year	558,180	344,997
Cash and cash equivalents at end of year	438,684	558,180

The notes on pages 11 to 25 form part of these financial statements.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2025

1. Accounting policies

Basis of preparation

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 201) '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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Age Concern Hythe and Lyminge is a charitable company in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Sanford House, Stade Street, Hythe, Kent, CT21 6BD. The nature of the charity's operations and principal activities are on page 1.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

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

Income tax

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.

Incoming resources

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.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

1. Accounting policies *(continued)*

Resources expended

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.

Operating leases

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

Allocation and apportionment of costs

Support costs are those that assist the work of the charity but do not directly undertake charity activities. Note 10 provides a breakdown of the costs and how these have been allocated.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	Straight line over life of lease
Fixtures and fittings	-	20% reducing balance
Motor vehicles	-	25% reducing balance
Equipment	-	33% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

1. Accounting policies *(continued)*

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Stocks

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

Defined contribution plans

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

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations	56,762	—	56,762
Ashford Transfer	—	—	—
Legacies			
Legacies	—	—	—
Grants			
Grants	31,616	288,537	320,153
	<u>88,378</u>	<u>288,537</u>	<u>376,915</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	25,482	—	25,482
Ashford Transfer	338,166	25,598	363,764
Legacies			
Legacies	2,000	—	2,000
Grants			
Grants	7,928	332,158	340,086
	<u>373,576</u>	<u>357,756</u>	<u>731,332</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Day care centre

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Meals and refreshments	576,643	—	576,643
Health and well being	30,270	62,250	92,520
Transport contributions	141,248	—	141,248
Independent living services	153,720	—	153,720
Centre activities	37,505	—	37,505
SEK Wellbeing Funding	—	99,571	99,571
National Lottery Funding - Stick in a Bundle Income	—	35,000	35,000
	<u>939,386</u>	<u>196,821</u>	<u>1,136,207</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Meals and refreshments	540,289	—	540,289
Health and well being	90,286	—	90,286
Transport contributions	124,707	—	124,707
Independent living services	157,073	—	157,073
Centre activities	34,197	—	34,197
SEK Wellbeing Funding	—	99,993	99,993
National Lottery Funding - Stick in a Bundle Income	3,500	100,000	103,500
	<u>950,052</u>	<u>199,993</u>	<u>1,150,045</u>

4. Other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Fundraising events	15,776	15,776	18,784	18,784
Shop Income	53,132	53,132	53,953	53,953
Other Income	4,377	4,377	5,210	5,210
Support Income - Other Branches	26,455	26,455	10,987	10,987
	<u>99,740</u>	<u>99,740</u>	<u>88,934</u>	<u>88,934</u>

5. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Rents received	14,530	14,530	14,340	14,340
Gain/loss on sale of investments	5,941	5,941	—	—
Deposit account interest	12,739	12,739	1,410	1,410
	<u>33,210</u>	<u>33,210</u>	<u>15,750</u>	<u>15,750</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

6. Costs of other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Other trading activities	<u>13,737</u>	<u>26,786</u>	<u>40,523</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Other trading activities	<u>42,353</u>	<u>—</u>	<u>42,353</u>

7. Investment management costs

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Managing agents fees	1,792	1,792	1,577	1,577
Insurance	<u>287</u>	<u>287</u>	<u>2,261</u>	<u>2,261</u>
	<u>2,079</u>	<u>2,079</u>	<u>3,838</u>	<u>3,838</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Day Care Centre	1,059,689	434,170	1,493,859
Support costs	<u>169,068</u>	<u>8,950</u>	<u>178,018</u>
	<u>1,228,757</u>	<u>443,120</u>	<u>1,671,877</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Day Care Centre	871,341	638,491	1,509,832
Support costs	<u>179,431</u>	<u>—</u>	<u>179,431</u>
	<u>1,050,772</u>	<u>638,491</u>	<u>1,689,263</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2025 £	Total fund 2024 £
Day Care Centre	1,493,859	—	1,493,859	1,509,832
Governance costs	<u>—</u>	<u>178,018</u>	<u>178,018</u>	<u>179,431</u>
	<u>1,493,859</u>	<u>178,018</u>	<u>1,671,877</u>	<u>1,689,263</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

10. Analysis of support costs

	Day Care Centre £	Total 2025 £	Total 2024 £
Wages	99,771	99,771	97,811
Social Security	11,258	11,258	10,987
Pensions	2,308	2,308	2,301
Auditors' remuneration	8,515	8,515	13,000
Bank charges	12,250	12,250	10,491
Legal & Professional fees	6,804	6,804	9,137
Accountancy & bookkeeping	37,112	37,112	46,286
	<u>178,018</u>	<u>178,018</u>	<u>190,013</u>

11. Net gains on investments

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Fair value gains/(losses) on other investment assets	<u>32,025</u>	<u>32,025</u>	<u>87,107</u>	<u>87,107</u>

12. Net (expenditure)/income

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

	2025 £	2024 £
Depreciation of tangible fixed assets	44,962	49,130
Fees payable for the audit of the financial statements	<u>8,515</u>	<u>13,000</u>

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025 £	2024 £
Wages and salaries	941,098	922,712
Social security costs	50,469	55,930
Employer contributions to pension plans	14,998	14,161
	<u>1,006,565</u>	<u>992,803</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

13. Staff costs *(continued)*

The average head count of employees during the year was 58 (2024: 71). The average number of full-time equivalent employees during the year is analysed as follows:

	2025 No.	2024 No.
Management	7	7
Support & Dementia Daybreak	13	17
Administration	3	4
Ancillary	2	2
Hot meals	15	19
Independent living	8	10
Kitchen	6	6
Cleaning & Laundry	2	3
Information & Advice	2	3
	<u>58</u>	<u>71</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2025 No.	2024 No.
£60,000 to £69,999	<u>1</u>	<u>—</u>

14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

Trustee expenses of £185 were paid to Penny Southern in the year (2024: £191).

15. Tangible fixed assets

	Improvements to Property £	Fixtures and fittings £	Motor vehicles £	Equipment £	Total £
Cost					
At 1 April 2024	505,628	154,142	53,848	22,723	736,341
Additions	—	5,260	80,588	—	85,848
Disposals	—	(35,165)	(2,033)	(2,708)	(39,906)
At 31 March 2025	<u>505,628</u>	<u>124,237</u>	<u>132,403</u>	<u>20,015</u>	<u>782,283</u>
Depreciation					
At 1 April 2024	166,027	130,148	33,022	21,494	350,691
Charge for the year	34,841	3,631	6,035	455	44,962
Disposals	—	(26,260)	(572)	(1,934)	(28,766)
At 31 March 2025	<u>200,868</u>	<u>107,519</u>	<u>38,485</u>	<u>20,015</u>	<u>366,887</u>
Carrying amount					
At 31 March 2025	<u>304,760</u>	<u>16,718</u>	<u>93,918</u>	<u>—</u>	<u>415,396</u>
At 31 March 2024	<u>339,601</u>	<u>23,994</u>	<u>20,826</u>	<u>1,229</u>	<u>385,650</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

16. Investments

	Investment properties £	Other investments £	Total £
Cost or valuation			
At 1 April 2024	350,000	959,090	1,309,090
Additions	—	—	—
Disposals	—	(29,157)	(29,157)
Fair value movements	—	32,025	32,025
At 31 March 2025	<u>350,000</u>	<u>961,958</u>	<u>1,311,958</u>
Impairment			
At 1 April 2024 and 31 March 2025		—	—
Carrying amount			
At 31 March 2025	<u>350,000</u>	<u>961,958</u>	<u>1,311,958</u>
At 31 March 2024	<u>350,000</u>	<u>959,090</u>	<u>1,309,090</u>

All investments shown above are held at valuation.

Investment properties

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

17. Stocks

	2025 £	2024 £
Stocks	<u>5,612</u>	<u>5,220</u>

18. Debtors

	2025 £	2024 £
Trade debtors	91,977	113,479
Prepayments and accrued income	99,522	84,197
Other debtors	14,172	12,349
	<u>205,671</u>	<u>210,025</u>

19. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	55,199	67,738
Accruals and deferred income	20,587	20,680
Social security and other taxes	10,257	10,846
Other creditors	64,166	105,407
	<u>150,209</u>	<u>204,671</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £14,998 (2024: £14,161).

21. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2025 £
General funds	1,935,514	1,147,714	(1,231,573)	—	32,025	1,883,680
Designated Redundancy Fund	34,079	—	—	—	—	34,079
Designated Warm Space Fund	—	4,000	(4,000)	—	—	—
Designated UKSPF Fund	—	9,000	(9,000)	—	—	—
	<u>1,969,593</u>	<u>1,160,714</u>	<u>(1,244,573)</u>	<u>—</u>	<u>32,025</u>	<u>1,917,759</u>

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2024 £
General funds	1,469,805	1,424,312	(1,092,963)	47,253	87,107	1,935,514
Designated Redundancy Fund	34,079	—	—	—	—	34,079
Designated Warm Space Fund	—	—	—	—	—	—
Designated UKSPF Fund	—	4,000	(4,000)	—	—	—
	<u>1,503,884</u>	<u>1,428,312</u>	<u>(1,096,963)</u>	<u>47,253</u>	<u>87,107</u>	<u>1,969,593</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

21. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2025 £
Information & Advice Fund	–	–	–	–	–	–
Extension Fund	278,571	–	(26,786)	–	–	251,785
Hythe & Ashford Dementia Coordinator	–	84,171	(84,171)	–	–	–
Hythe Post Diagnostic Dementia	–	81,286	(81,286)	–	–	–
Christmas Party Fund	–	–	–	–	–	–
Cost of Living Fund	–	17,485	(17,485)	–	–	–
Singing for All	–	10,700	(1,533)	–	–	9,167
Stick In A Bundle	–	35,000	(35,000)	–	–	–
Lottery Wellbeing Fund	11,998	–	(11,998)	–	–	–
Wellbeing IMAGO	–	62,250	(62,250)	–	–	–
Wellbeing SEK	–	99,571	(99,571)	–	–	–
MCST	–	7,500	(7,500)	–	–	–

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

21. Analysis of charitable funds *(continued)*

PIP	3,332	7,082	(10,414)	—	—	—
Diabetes Peer to Peer	—	5,672	(5,672)	—	—	—
Talking Therapies	—	7,108	(7,108)	—	—	—
Scewfix foundation	—	5,755	(2,500)	—	—	3,255
FHDC exercise classes	—	6,000	(6,000)	—	—	—
Parkinsons UK physical activities	—	2,829	(2,829)	—	—	—
Lyminge Association repairs	—	883	(737)	—	—	146
KCC Community Transport	—	45,000	—	—	—	45,000
Dementia Choir	—	7,066	(7,066)	—	—	—
	<u>293,901</u>	<u>485,358</u>	<u>(469,906)</u>	<u>—</u>	<u>—</u>	<u>309,353</u>

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2024 £
Information & Advice Fund	44,565	—	—	(44,565)	—	—
Extension Fund	304,656	—	(26,085)	—	—	278,571
Hythe & Ashford Dementia Coordinator	—	70,243	(70,243)	—	—	—
Hythe Post Diagnostic Dementia	325	67,449	(67,774)	—	—	—
Christmas Party Fund	2,688	—	—	(2,688)	—	—

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

21. Analysis of charitable funds *(continued)*

Cost of Living Fund	3,733	34,970	(38,703)	—	—	—
Singing for All	—	—	—	—	—	—
Stick In A Bundle Lottery Wellbeing Fund	65,929	100,000	(165,929)	—	—	—
Wellbeing IMAGO	—	72,000	(60,002)	—	—	11,998
Wellbeing SEK	—	62,250	(62,250)	—	—	—
MCST	—	99,993	(99,993)	—	—	—
PIP	—	12,399	(12,399)	—	—	—
Diabetes Peer to Peer	—	38,445	(35,113)	—	—	3,332
Talking Therapies	—	—	—	—	—	—
Scewfix foundation	—	—	—	—	—	—
FHDC exercise classes	—	—	—	—	—	—
Parkinsons UK physical activities	—	—	—	—	—	—
Lyminge Association	—	—	—	—	—	—
repairs	—	—	—	—	—	—
KCC Community Transport	—	—	—	—	—	—
Dementia Choir	—	—	—	—	—	—
	<u>421,896</u>	<u>557,749</u>	<u>(638,491)</u>	<u>(47,253)</u>	<u>—</u>	<u>293,901</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

22. Funds

The funds are used for the following purposes:

Designated

Redundancy Fund

This fund is monies set aside to cover any redundancy costs that may arise in the future due to a decrease in funding for the activities of the charity, although at the present time it is not envisioned that the fund will be used.

UKSPF

A grant from Folkestone and Hythe District Council to support people living in the community with information and advice.

Warm Space

A grant from Folkestone and Hythe District Council to provide a warm space for people to socialise in the winter months reducing costs of utilities at home.

Restricted

Extension Fund

This represents funds received from Kent County Council, The Bradbury Foundation, Bernard Sunley and the Laing Family Trust for the existing building extension costs.

Stick In A Bundle

This represents funding received from the National lottery to support the development and coordination of volunteers in the community enhancing their experience and increasing volunteer involvement within the organisation.

Hythe Dementia Coordinator

Age UK Hythe and Lyminge are subcontractors to deliver Dementia coordination services as part of a contract procured by Kent County council and the NHS.

Hythe Post Diagnostic Dementia

Age UK Hythe and Lyminge are subcontractors to deliver Dementia support services as part of a contract procured by Kent County Council and the NHS.

Cost of Living Fund

A grant from Age UK National to support our rising running costs.

Maintenance Cognitive Stimulation Therapy (MCST)

Funding to deliver therapy sessions for people in the early stages of dementia, supporting memory, communication, and wellbeing.

Personal Independence Programme (PIP)

Support to help older people maintain their independence, build confidence, and take control of their health and wellbeing.

Singing For All

Funding was received to support the Singing For All programme in Lyminge. This provides inclusive group singing sessions designed to improve mental health, wellbeing, and social connections. The sessions are accessible to older people and those at risk of isolation,

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

encouraging participation in a supportive community environment.

Wellbeing Matter (Imago)

The Wellbeing Matters funding, received via Imago, was used to deliver a range of wellbeing activities for older people and vulnerable adults. The programme aims to help individuals maintain independence, reduce isolation, and improve overall quality of life.

Wellbeing SEK

Grant funding was received through Wellbeing SEK to support local wellbeing initiatives. These funds were directed towards activities that promote physical and mental health, and enhance resilience within the community.

Wellbeing Lottery Grant

The charity was the lead organisation for the Wellbeing Lottery Grant, working on behalf of a consortium of organisations across Kent. As lead partner, the charity coordinated the project, managed reporting requirements, and ensured outcomes were delivered for beneficiaries across the county. The funding was awarded for the Ashford area to support wellbeing activities and towards a sustainable model.

Diabetes Peer to Peer

Funding was received for the Diabetes Peer to Peer project. This initiative enables people living with diabetes to access support and guidance from trained peers, helping to build confidence in self-management of the condition and reducing health inequalities.

Talking Therapies

Funding to provide telephone-based talking therapy for those experiencing anxiety, loneliness, or challenging times.

Screwfix Foundation

A grant to revamp the Hythe Day Centre, creating a more welcoming and accessible environment for all service users.

Folkestone & Hythe District Council (FHDC)

Funding to extend our exercise programme outside of normal operating hours, helping more older people to stay active and connected.

Parkinson's UK

Support to deliver tailored exercise sessions designed for people living with Parkinson's disease.

Lyminge Association

Funding to repair the community café dishwasher, ensuring the smooth running of a vital local hub for social connection.

Kent County Council (KCC) Community Fund

Support for the purchase of a new vehicle, enabling us to transport older people to the day centre and reduce social isolation.

Dementia Choir

Funding to establish a choir for people living with dementia and their carers, offering joy, connection, and therapeutic benefit through music.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

23. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	116,358	299,038	415,396
Investments	1,311,958	—	1,311,958
Current assets	592,399	57,568	649,967
Creditors less than 1 year	(108,215)	(41,994)	(150,209)
Net assets	<u>1,912,500</u>	<u>314,612</u>	<u>2,227,112</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	53,294	332,356	385,650
Investments	1,309,090	—	1,309,090
Current assets	758,095	15,330	773,425
Creditors less than 1 year	(204,671)	—	(204,671)
Net assets	<u>1,915,808</u>	<u>347,686</u>	<u>2,263,494</u>

24. Analysis of changes in net debt

	At 1 Apr 2024 £	Cash flows £	At 31 Mar 2025 £
Cash at bank and in hand	<u>558,180</u>	<u>(119,496)</u>	<u>438,684</u>

25. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Not later than 1 year	32,940	15,600
Later than 1 year and not later than 5 years	142,880	77,900
Later than 5 years	20,125	35,725
	<u>195,945</u>	<u>129,225</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Management Information

Year ended 31 March 2025

The following pages do not form part of the financial statements.

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Detailed Statement of Financial Activities

Year ended 31 March 2025

	2025 £	2024 £
Income and endowments		
Donations and legacies		
Donations	56,762	25,482
Ashford Transfer	—	363,764
Legacies	—	2,000
Grants	320,153	340,086
	<u>376,915</u>	<u>731,332</u>
 Day Care Centre		
Meals and refreshments	576,643	540,289
Health and well being	92,520	90,286
Transport contributions	141,248	124,707
Independent living services	153,720	157,073
Centre activities	37,505	34,197
SEK Wellbeing Funding	99,571	99,993
National Lottery Funding - Stick in a Bundle Income	35,000	103,500
	<u>1,136,207</u>	<u>1,150,045</u>
 Other trading activities		
Fundraising events	15,776	18,784
Shop Income	53,132	53,953
Other Income	4,377	5,210
Support Income - Other Branches	26,455	10,987
	<u>99,740</u>	<u>88,934</u>
 Investment income		
Rents received	14,530	14,340
Gain/loss on sale of investments	5,941	—
Deposit account interest	12,739	1,410
	<u>33,210</u>	<u>15,750</u>
 Total income	<u><u>1,646,072</u></u>	<u><u>1,986,061</u></u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2025

	2025 £	2024 £
Expenditure		
Costs of other trading activities		
Opening stock	5,220	2,376
Purchases	35,019	42,462
Closing stock	5,612	5,220
Fundraising Expenditure	5,896	2,735
	<u>40,523</u>	<u>42,353</u>
 Investment management costs		
Managing agents fees	1,792	1,577
Insurance	287	2,261
	<u>2,079</u>	<u>3,838</u>
 Day Care Centre		
Wages and salaries	941,098	922,712
Employer's NIC	50,469	55,930
Pension costs	14,998	14,161
Rent	33,538	34,031
Rates and water	12,888	14,578
Light and heat	36,037	33,295
Repairs and maintenance	32,229	31,318
Motor vehicle expenses	88,972	91,679
Legal and professional fees	52,431	57,841
Telephone	28,315	28,988
Other office costs	31,261	39,302
Other interest payable and similar charges	12,250	10,491
Meals	44,791	36,798
Sundries	13,789	20,548
Cleaning and waste disposal	21,545	23,747
Training	2,580	5,383
Independent living scheme expenses	39,265	55,655
Hot meal delivery	100,927	99,668
Recruitment and other staff costs	652	4,633
Equipment leasing	1,806	1,227
Bad Debts written off	(190)	12,243
Investments to property	34,841	35,072
Fixtures and fittings	11,936	5,301
Motor vehicles	266	6,942
Computer equipment	1,229	1,815
Advertising and marketing	13,646	6,180
Activities and Entertainment	50,308	39,725
	<u>1,671,877</u>	<u>1,689,263</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2025

	2025 £	2024 £
Total expenditure	<u>1,714,479</u>	<u>1,735,454</u>
Net gains on investments		
Fair value gains/(losses) on other investment assets	<u>(32,025)</u>	<u>(87,107)</u>
Net (expenditure)/income	<u>(36,382)</u>	<u>337,714</u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities

Year ended 31 March 2025

	2025 £	2024 £
Costs of other trading activities		
Other trading activities		
Opening stock	5,220	2,376
Purchases	35,019	42,462
Closing stock	(5,612)	(5,220)
Fundraising expenditure	5,896	2,735
	<u>40,523</u>	<u>42,353</u>
Costs of other trading activities	<u><u>40,523</u></u>	<u><u>42,353</u></u>

Age UK Hythe, Lyminge and Ashford

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2025

	2025 £	2024 £
Day Care Centre		
Day Care Centre		
Activities undertaken directly		
Wages	841,327	824,901
Social security	39,211	44,943
Pensions	12,690	11,860
Rent	33,538	34,031
Rates and insurance	12,888	14,578
Light and heat	36,037	33,295
Repairs and maintenance	32,229	31,318
Minibus and travel expenses	88,972	91,679
Telephone and internet charges	28,315	28,988
Postage and stationary	31,261	39,302
Meals	44,791	36,798
Sundries	13,789	20,548
Cleaning and waste disposal	21,545	23,747
Training	2,580	5,383
Independent living scheme expenses	39,265	55,655
Hot meal delivery	100,927	99,668
Recruitment and other staff costs	652	4,633
Equipment leasing	1,806	1,227
Bad Debts written off	(190)	12,243
Investments to property	34,841	35,072
Fixtures and fittings	11,936	5,301
Motor vehicles	266	6,942
Computer equipment	1,229	1,815
Advertising and marketing	13,646	6,180
Activities and Entertainment	50,308	39,725
	<u>1,493,859</u>	<u>1,509,832</u>
Governance costs		
Wages	99,771	97,811
Social Security	11,258	10,987
Pensions	2,308	2,301
Accountancy & bookkeeping	37,112	27,408
Auditors' remuneration	8,515	13,000
Legal & Professional fees	6,804	17,433
Bank charges	12,250	10,491
	<u>178,018</u>	<u>179,431</u>
Day Care Centre	<u>1,671,877</u>	<u>1,689,263</u>